Please refer to the Student Handbook during all workshops
Workshop 1 Preparation (online and in-person): Chapters 1 to 9
Workshop 2 Preparation (online and in-person): Chapters 10 to 11
Workshop 3 Preparation (online and in-person): Chapters 12 to 13

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Introduction

Welcome to the UBC Applied Science Co-operative Education Program

This handbook is designed to be used in conjunction with the UBC Applied Science Co-op (also referred to as the ‘Co-op Program’, ‘Co-op’ or ‘the Program’) workshops as your guide to a rewarding Co-op experience. The handbook contains information that will prepare you for both your Co-op work terms and your professional career. We hope you enjoy your time in the Co-op Program and we look forward to working with you.

History

Co-operative education was introduced to Canada in 1957 at the University of Waterloo and has grown steadily since that time. The University of British Columbia officially initiated cooperative education programs in 1980 and has programs available in all faculties. In 2006, the UBC Applied Science Co-op Program also began offering services to students at UBC Okanagan in Kelowna.

Work Term Statistics

The graph above represents the number of Co-op work terms secured by UBC Applied Science Co-op students, undergraduate and graduate, across all disciplines over the past ten years.

Accreditation

The UBC Applied Science Co-op Program is accredited by the Canadian Association for Co-operative Education (CAFCE).

The Faculty of Applied Science standards, in combination with CAFCE’s minimum guidelines for accreditation, determine the following requirements:

- Mandatory completion and attendance for online and in-person pre-employment training Co-op workshops, as provided by the UBC Applied Science Co-op Program prior to the initial work term
- Completion of a minimum of four work terms – including at least one work term in each of the summer, fall and winter periods – to graduate with Co-op Standing and have Co-op designation on your parchment
- Completion of 12-16 full-time weeks of employment during each approved four-month Co-op work term
- Completion of a Co-op work term assignment and employer evaluation for each four-month work term
- Enrolment in a minimum 80% full-time course load during each academic term; and
- Enrolment in at least one full-time academic term upon completion of the final work term, prior to graduation

UBC Applied Science Co-op – Helping You Engineer Your Career

The UBC Applied Science Co-op Program enhances students’ education with paid, relevant, technical work experience and launches their engineering careers. The Co-op staff are here to assist you during your Co-op career and to facilitate your development of skills that will help you secure Co-op employment. The Program liaises between Co-op students actively seeking employment and prospective employers who can benefit from the skills of engineering students. The services we provide to Applied Science Co-op students include:

- Extensive pre-employment training during your first year of Co-op
- Continued training as needed during your entire Co-op career
- Personal consultation in preparing for interviews and presenting yourself professionally
- Ongoing support during your Co-op work terms, including assistance in resolving workplace issues
- Exclusive access to job postings on PD Portal, the recruitment system for UBC Applied Science Co-op students and employers
• Access to telephone and meeting room facilities for interviews and access to scanner for your job search
• Coordination of the job application, and interview and ranking / offer processes on behalf of students and employers
• Evaluation of Co-op work terms by arranging E-Visits, on-site visits or telephone site visits with you and your work term supervisors; and
• Marketing the benefits of Co-operative education, the strengths of UBC Applied Science Co-op students and developing relationships with prospective local, national and international employers

Our office facilities are open year-round and staffed full-time to provide continual service and support for the administration of the Co-op Program. The UBC Applied Science Co-op office is responsible for covering all costs directly related to the effective management and promotion of the Program. These expenses include staff salaries, office equipment and technology infrastructure, travel costs for site visits and marketing, publicity and promotional materials, and costs related to copying, printing, postage, courier, fax and telephone.

If you take advantage of the services and support offered by the Co-op Program, you may benefit greatly from the cooperative education experience. By proactively participating in the Co-op Program, you have opportunities to:
• Develop a well-rounded educational experience by applying your classroom learning to relevant engineering work environments
• Acquire up to 20 months of technical work experience with diverse employers in a variety of locations
• Develop a network of professional contacts
• Refine your existing strengths and develop new professional skills
• Experience professional development and personal growth; and
• Earn money to finance your education while gaining valuable experience

Conditional Acceptance and Participant Assessment Review (PAR)

In late September you were admitted into the Co-op Program with “conditional acceptance” status. What exactly does conditional acceptance mean? It means that over the next three months, you have to work toward full acceptance into the Co-op Program and demonstrate that you have what it takes to be an Applied Science Co-op student. You will not have access to co-op job postings nor the ability to apply to co-op jobs posted on PD Portal until you are fully accepted into the Co-op Program.

In order to be fully accepted into the UBC Applied Science Co-op Program, you must:
• Maintain a satisfactory cumulative academic average of at least 60% (this may vary by discipline) throughout your co-op career
• Achieve at least 64 out of 100 points in the Participant Assessment Review (commonly known as PAR); and
• Demonstrate sufficient effort, enthusiasm and professionalism

The Participant Assessment Review (PAR) is a significant component of the overall assessment for full acceptance to the Co-op program. It is used to assess your participation throughout the fall term (Term 1) through the Co-op workshops, sessions, and your interactions with Co-op staff. The PAR is comprised of the following seven components:

<table>
<thead>
<tr>
<th>Component</th>
<th>Assessment</th>
</tr>
</thead>
<tbody>
<tr>
<td>Application for Program Admission (Intake Application)</td>
<td>A complete application including a well written brief (max. 350 words) essay on your reasons for applying to the Applied Science Co-op Program, as well as an online quiz.</td>
</tr>
<tr>
<td>Communication</td>
<td>Written: Ability to fully express yourself in written form, in a professional manner, through appropriate use of English grammar and vocabulary.</td>
</tr>
<tr>
<td>Resume</td>
<td>An effective resume demonstrating your ability to meet the employer's needs through well written, clear accomplishment statements and follows the Co-op template.</td>
</tr>
<tr>
<td>Cover Letter</td>
<td>A well written cover letter clearly articulating how your skills and experience meet the employer's requirements and how you will contribute to the organization.</td>
</tr>
<tr>
<td>Mock Interview</td>
<td>A polished, professional interview where you effectively and confidently convey your interest in the position and company, as well as providing specific and relevant examples demonstrating your relevant skills and experience to the employer. You maintain positive body language and professional demeanor throughout the interview.</td>
</tr>
<tr>
<td>Workshop Assessment</td>
<td>Thoroughly completed all assignments and assessments, by the deadlines, for online and in-person modules. Was engaged and appropriately participated in each workshop and session.</td>
</tr>
<tr>
<td>Professionalism and Engagement</td>
<td>You are engaged and proactive exhibiting career readiness and professionalism; demonstrate ability to make improvements from feedback received; and, possess skills and attitude to appropriately represent the Faculty and UBC in the workplace.</td>
</tr>
</tbody>
</table>

TOTAL /100
The detailed grading rubric for each of the Resume, Cover Letter, and Mock Interview assessments are provided in the Appendices (section 14) for your reference.

In early January, Co-op Coordinators review your cumulative GPA, Term 1 academic grades, and your PAR score. The combined results determine which students will receive full admission into the Co-op program. All students will be advised of their Co-op admission status in early to mid-January, pending release of final Term 1 grades. Any student not granted full acceptance will be declined and ineligible to proceed in the program. Undergraduate students not granted full acceptance who will not graduate prior to the next intake period and maintain full-time status in the Engineering program, may reapply for admission to the Co-op program during the next intake session, e.g. the following September.

Please refer to the appendices for the grade rubrics for the coverletter, resume and interview assignments.

Terms and Conditions for UBC Applied Science Co-op Students

The following terms and conditions of enrolment in the UBC Applied Science Co-op Program are in addition to those policies and regulations listed in the UBC Applied Science Co-op Student Handbook. If there is a conflict among the foregoing, the order of precedence will be as follows: (1) these UBC Applied Science Co-op Program Terms and Conditions and (2) the UBC Applied Science Co-op Student Handbook.

To participate in the Co-op Program, you must agree to the terms and conditions during every term of participation in the Program.

The UBC Applied Science Co-op Program reserves the right to update, modify, or revise these Terms and Conditions as necessary and without notice. To participate in the Co-op Program, students must agree to the Terms and Conditions during every term of participation in the program.

Questions about the collection of this information may be directed to the Program at askme.engcoop@ubc.ca.

I understand and agree to comply with all of the following terms and conditions:

REGISTRATION
- To be registered by the UBC Applied Science Co-op office administration in one co-op course for each four-month work term period I am scheduled for upon the commencement of session registration regardless of whether I have secured a co-op placement for the co-op work term.
- To pay the co-op course tuition for every co-op work term (consecutive or not) by the due dates specified in the UBC Calendar whether I secure a co-op placement through the Co-op Program or through an independent job search.

INFORMATION RELEASE
- That the Co-op office will access my academic records for the purposes of the Co-op Program.
- To give permission to UBC to release my resumé, cover letter, transcripts, and other relevant information to prospective employers for placement during co-op work terms while I am enrolled in the Co-op Program.
- To keep the co-op job posting information, employer lists, contacts, passwords to the Applied Science Co-op Program database (PD Portal), etc., confidential.

CO-OP WORKSHOPS / PRE-EMPLOYMENT TRAINING
- To pay the co-op pre-employment workshop fee by the deadline set by the Co-op Program, and understand that this fee is non-refundable and does not guarantee acceptance to the Co-op Program.
- To attend all the co-op workshops on pre-employment training, which are prerequisites to full acceptance in the Program.

ACADEMIC PERFORMANCE
- To maintain a minimum, cumulative grade average of 60% to remain in the Co-op Program.
- To behave appropriately and according to all UBC policies, procedures and guidelines for the duration of my participation in the Co-op Program, whether on an academic term at UBC or on a co-op work term.
- That any disciplinary action imposed on me by the University, whether for academic or non-academic misconduct, may result in my dismissal from the Co-op Program.

COMMUNICATION WITH THE CO-OP OFFICE
- To respond within 36 hours to all messages from a Coordinator and the Co-op office.
- To notify the Co-op Office, in writing, of any changes regarding my work eligibility, work status or current contact information within 36 hours of any change.
- To inform a Coordinator, immediately or no later than 36 hours, of any inappropriate, unsafe, and/or unethical behaviour or treatment during the Co-op Program, including work experiences.

JOB SEARCH PROCESS
- That the Co-op Program does not, and cannot, guarantee employment during a co-op work term. I must be actively engaged in the job search and it is ultimately my responsibility to secure co-op work term employment.
- If I have any restrictions concerning location and travel, I will discuss them with a Coordinator prior to applying for jobs. I am aware that geographic location is not a valid reason for turning down a job offer and that I may be assigned a ‘Fail’ grade for the co-op course and/or withdrawn from the Co-op Program as a result of doing so.
- To review and discuss my independent job search with a Coordinator and keep him/her updated on my application and work search progress.
- To allow the Co-op Program to solicit positions on my behalf.
- That I will only submit applications to positions that I intend to accept if offered.
- Not to directly solicit positions from a previous co-op employer on my own behalf without prior permission from a Coordinator.
- To provide the Co-op Program and prospective employers with accurate and appropriate information regarding my
• That I will not falsify information in my application packages, during interviews or meetings with prospective employers.

INTERVIEWS
• To attend all interviews with employers who have selected me as a candidate, and to conduct myself professionally throughout the process.
• That the Co-op office or a Coordinator may, if necessary, select interview times on my behalf.
• That interviews will only be rescheduled at the sole discretion of the employer, for exams, health reasons or emergencies and I will notify a Coordinator or the Co-op office immediately of any interviews I am unable to attend for any of these reasons.
• To notify the Co-op Office of the details of all interviews an employer arranges directly with me.
• To contact a Coordinator if I have any issues or concerns with a job by the end of the following business day after attending an interview.

JOB OFFERS
• To consult with a Coordinator before accepting a job offer external to Applied Science and allow him/her to contact this employer to ensure the position satisfies the criteria of a co-op work term and to inform the employer of the co-op guidelines.
• That participation in the Co-op Program may require me to accept positions outside the proximity of campus and that, although many companies subsidize relocation expenses, I may be required to pay the associated travel expenses.
• To respond to a co-op job offer, indicating whether I will accept or decline the offer within 2 business days.
• To accept the salary offered by employers understanding that the work terms are paid employment and reflect the organization’s salary scale and my level of training and experience. I will not negotiate the salary offered.
• That once I have signed an offer of employment and/or agree to a verbal offer of employment, I have a professional and ethical obligation to satisfy the requirements of my employment contract.
• That once I have accepted an offer (either verbally or in writing), I will not accept any other offers or requests for interviews for the work term(s) covered by the employment contract.
• That if I return to a co-op employer for any subsequent co-op work term, whether consecutive work terms or not, I will be registered in the co-op course and pay the co-op course tuition.
• That once I have accepted an offer of employment, in writing or verbally, if I break my contract of employment, for a position secured through co-op or via my independent efforts, I will not be satisfying the conditions of the Co-op Program and will be assigned a ‘Fail’ grade for the co-op course.

THE WORK TERM
• That I am responsible to ensure I have the appropriate documentation, e.g. work permit, visa, Social Insurance Number (SIN), health insurance, and so forth, prior to commencing the work term.
• That while on a co-op work term I am an employee of the employer and not an employee or agent of the University. In all matters relating to work activities, I am under the supervision and direction of the employer and not under the supervision and direction of the University.
• That employment during each co-op work term must be full-time.
• To inform my employer immediately or no later than 36 hours of any inappropriate, unsafe, and/or unethical behaviour or treatment during a co-op work term.
• To comply with all policies and procedures of my employer, including policies regarding use of social media, cell phones, company vehicles, and confidential/proprietary information, both during and after a work term.
• To follow the procedures as outlined in the UBC Applied Science Co-op Work Term Checklist and UBC Applied Science Co-op Student Handbook.
• That I will limit my enrollment in academic courses, delivered outside of my/my employer’s business hours, to one course per work term. That if I wish to take more than one academic course outside of business hours or to enroll in a course during regular business hours, I will obtain permission from both my employer and a Co-op Coordinator prior to registering in the course(s).
• That I am required to submit a Work Term Report for every co-op work term (whether or not any of my placements span multiple consecutive work terms) and that I am aware that each assignment is due as outlined in the UBC Applied Science Co-op Student Handbook. A late Work Term Report will result in being assigned a ‘Fail’ grade for the Co-op course and/or withdrawal from the Co-op Program.
• That I must meet the minimum requirements on the evaluation from my employer and a satisfactory grade on my Work Term Report or assignment in order to receive a ‘Pass’ (P) for the co-op work term.
• That if I am unable to complete a co-op work term for medical or compassionate reasons, I am eligible to receive a ‘Pass’ for the work term if all of the following occur:
  — I notify a Coordinator, to confirm the employer is aware that I am unable to complete the work term;
  — I provide a Coordinator, if appropriate, with a supporting letter from my doctor or medical certificate indicating I cannot complete the term;
  — A Coordinator determines that my performance and learning process on the co-op work term to date have been satisfactory; and
  — My employer evaluates my initial work term performance as meeting the minimum requirements.

COMPLETION OF THE CO-OP PROGRAM
• To graduate with co-op designation on my degree, I must complete a minimum of four (4) scheduled work terms in the Co-op Program, with at least one in each of the winter, summer and fall term.
• To follow the co-op work term schedule; except where changes to the co-op schedule have been discussed with a Coordinator, followed by a formal written request and written approval by the Co-op Program.
• That I must complete my degree on a full academic term.
• That Co-op designation on my degree will only be awarded upon successful completion of all Co-op Program requirements.
SCHEDULING AND WITHDRAWAL FROM THE CO-OP PROGRAM

- That any requests to withdraw from a job search term and/or deviate from the co-op work term sequence, must be received by the Co-op Program by the following dates:
  - For Winter work term (January to April) - by August 31st
  - For Summer work term (May to August) - by December 31st
  - For Fall work term (September to December) - by April 30th
- That if my withdrawal/deviation request is received by the date listed above I will be allowed to withdraw without penalty or notation on my transcript.
- That if my withdrawal/deviation request is not received by the required date as noted above, I will be assigned a “Withdrawal” (W) standing on the co-op course and will be responsible to pay 100% of the co-op tuition fee for the term and all other student related fees.
- That if I fail to complete the formal withdrawal or deviation procedures I will be responsible for all assessed fees and I may be assigned a ‘Fail’ grade for the appropriate co-op course.
- That I will not be permitted to withdraw from the Co-op Program once I have obtained a job through my independent job search. Enrolment in the co-op course will be maintained and I will be responsible for all assessed fees.

WORK TERM FAILURE

- That I may be assigned a ‘Fail’ grade on a co-op course for any of the following reasons:
  - Failure to report for work at the location specified by the employer;
  - Not completing/accepting formal offer through PD Portal
  - Ending a work term without permission from the Co-op Program and the employer;
  - Removal by the employer for cause;
  - Unsatisfactory performance as determined by the employer;
  - Failure to submit required documents to the Co-op office.
- That acceptance of a job offer spanning multiple consecutive co-op work terms necessitates my completion of all requirements for each work term and that if I terminate the work agreement early without the consent of the Co-op Program, I may be assessed a failing grade for each work term covered by the original employment offer.
- That the Applied Science Co-op Director may assign a ‘Fail’ grade on a co-op course or remove a student from the Co-op Program for failure to comply with any of these UBC Applied Science Co-op Terms and Conditions or the UBC Applied Science Co-op Student Handbook.

STUDENT APPEALS PROCEDURES

- That I may, at any time, request a meeting with a Coordinator to discuss concerns over a decision made pertaining to my academic standing in the Co-op Program.
- That if I am unable to reach an agreement with a Coordinator, I may appeal his/her decision as per the Student Appeals Procedures in the UBC Applied Science Co-op Student Handbook.
- That if a satisfactory resolution cannot be achieved within the Co-op Program, I may formally request a meeting with the Associate Dean, Education and Professional Development for a decision in the appeals process.

INTERNATIONAL STUDENTS ONLY

- That I must obtain a co-op work permit from Immigration, Refugees, and Citizenship Canada (IRCC) prior to commencing my first co-op work term and ensure my co-op work permit is valid for each subsequent work term.
- That I must apply for a Social Insurance Number (S.I.N) from a Service Canada Centre and provide my valid S.I.N to the employer each work term.
- That if my immigration status changes during my participation in the Co-op program, I will notify the Co-op office immediately as this may affect my eligibility for employment.
- That as an international student I may be ineligible to apply for some jobs within Canada due to citizenship requirements or funding restrictions.

Elizabeth Croft
Associate Dean, Education and Professional Development
University of British Columbia, Applied Science
Co-op Procedures

Communicating with the UBC Applied Science Co-op Office

Maintain contact with the Co-op Office as much as possible, and as required. Coordinators can provide guidance, direction and feedback during your participation in the Co-op Program.

- You are encouraged to contact a Co-op Coordinator whenever necessary; please make an appointment to speak with a Co-op Coordinator. All Co-op Coordinators offer student office hours for you to schedule an appointment via PD Portal, or phone to arrange a mutually convenient meeting time.
- You can also access Coordinators through drop-in advising Monday to Friday throughout the year.
- Keep current – Whenever your contact information changes, please update your UBC Student Services Center (SSC) account and PD Portal immediately. It is important that we are able to reach you quickly due to the time sensitivity of our work.
- Voicemail – The Co-op Program highly recommends that you activate voicemail on both your home telephone number and your cell phone. Interviews are often arranged with very little notice, and administrative staff will need to provide you with interview details during our business hours.
- Respond to all Co-op email within 36 hours (2 business days) – Not only will Co-op Coordinators send you emails, but announcements, job details and interview requests will also come from our administrative staff. Please ensure that you read and respond to all Co-op-related messages within 36 hours (2 business days) if a response is requested.

International Students

- If you are an International Student enrolled in the UBC Applied Science Co-op Program, you require (in addition to your valid study permit) a valid Co-op work permit to work in Canada.
- Once you have full admission to the program, you will receive an email from the Applied Science Co-op office with instructions on applying for your Co-op work permit. Please submit your application immediately, as you must receive your work permit prior to commencing your first Co-op work term.
- It is your responsibility to ensure both your study and work permits are valid and that you are legally able to work in Canada throughout the time you are enrolled in the Program.
- Once you have obtained your first Co-op job offer and have received the offer letter from the company, you must apply for a Social Insurance Number (SIN) from any Canada Employment Centre. General information can be found at esdc.gc.ca/en/sin/overview.page and more specific information can be found at: esdc.gc.ca/en/sin/apply.page.
- Apply for a SIN immediately after receiving your offer letter.
- If your immigration status changes at any point during your participation in the Co-op Program, please notify the office immediately, as this may affect your eligibility with a number of government agencies.
- Please note that some job postings are limited to Canadian citizens only. International students are not eligible for National Science and Engineering Research Council (NSERC) awards, and some government positions. Job postings will specify eligibility requirements.
- International Students are currently assessed the same Co-op work term tuition as Canadian citizens and landed immigrants/permanent residents.

Academic Requirements

- You are responsible for ensuring you meet all the Faculty and program requirements applicable to your degree and year, in addition to the requirements of the Co-op Program.
- If you have course-related inquiries, including scheduling questions, please contact your specific engineering department or Engineering Students Services (604.822.6556) on the Vancouver Campus. Students on the Okanagan campus can email Engineering Academic Advising at soe.advising@ubc.ca

Applying for Jobs

Below is a brief summary of the process for applying for Co-op jobs. PD Portal is the web-based system you will use to upload your application documents to apply for online job postings. PD Portal also allows you to update your personal contact information and work term history, and to submit evaluation forms. More details can be found in the “PD Portal Navigation Basics” section of this handbook (chapter 9).
Upload Your Résumé in PD Portal

Submit job applications

- The job search term begins four months prior to your scheduled Co-op work term.
- Job descriptions will be posted in PD Portal starting at the beginning of September (for winter work terms), January (for summer work terms), and May (for fall work terms).

NSERC Eligibility

Occasionally you will see that some jobs require students with NSERC eligibility. The Natural Sciences and Engineering Research Council of Canada (NSERC) subsidizes eligible professors and companies to hire students for research projects. These awards are the Experience Awards (formerly Industrial Undergraduate Student Research Award [IUSRA]). To be eligible to apply for an award, you must:

1. Be a Canadian citizen or permanent resident of Canada
2. Be registered (at the time you apply) as a full-time undergraduate student in a bachelor’s degree program at an eligible university (exception for graduating students: see number 5, below)
3. Have obtained, over the previous years of study, a cumulative B- (68%) average or above
4. Have completed all the course requirements of at least the first year of university study (or two academic terms) of your bachelor’s degree
5. Not have started a program of graduate studies
6. Have not held a USRA/IUSRA in the current fiscal year (April 1 to March 31)

Application and Hiring

Recruitment and Hiring Process

The Applied Science Co-op program is implementing a continuous placement recruitment format effective January 2017 for all disciplines.

Prior to January 2017, Applied Science Co-op recruitment followed a Round process wherein Round 1 jobs were posted, applications submitted, and interviews conducted throughout the first five weeks of the term. Offers were not extended until the sixth week, with students and employers ranking their interviews and matches were then confirmed based on those rankings. Round 2, a continuous placement process, immediately followed Round 1 and continued until all remaining students secured a work term or to the end of the first month of the scheduled work term.

Continuous Placement

Beginning January 2017, the Applied Science Co-op program is introducing a Continuous Placement recruitment and hiring process which follows the traditional recruitment practices you will experience for job search post-graduation. Jobs are posted, applications submitted, interviews conducted, and offers extended on an on-going basis. Once an offer is extended, verbally or in writing, students have two (2) business days to either accept or decline the offer.

A standard four-month work term entails 16 weeks of full-time employment. As students may secure a Co-op position late in the recruitment term (e.g. during the first month of the work term), Co-op credit will be applied as long as the work term period is a minimum of 12 full-time weeks or 420 hours of work, and this has been pre-approved by a Co-op Coordinator. For example, most jobs for the summer work term begin in May; however, a Co-op student can continue to apply for positions and commence the summer work term until early or mid-June.

Interview Process

Employers will review applications received, shortlist candidates for interviews and schedule interviews through the Applied Science Co-op office. Interviews are normally arranged through the Applied Science Co-op Office but, in a few cases, employers may contact you directly. Requests for interviews can take place from the second week of the recruitment term (a.k.a search term) through the term and into the first month of the work term, if students are still available.

Ensure to check your email, PD Portal account, and voicemail daily to learn if you have been selected for an interview. Employers will often contact the PD Portal Co-op Office to schedule interviews with very short notice, so it is important to have voicemail on your main phone number and to return calls from the Co-op office promptly.

If you receive an interview request, the Interview Liaison will send you an email with interview information. You will need to log in to PD Portal immediately to confirm your interview time. Interview time confirmation in PD Portal is on a first-come, first booked basis – log in promptly to have the greatest option of interview times.

After receiving an interview request, ensure you respond promptly and follow the points below:

- If interviews are scheduled during a time you have an exam, please advise the Interview Liaison immediately and provide alternate times when you will be available. We will do our best to arrange times that are convenient for both

UBC APPLIED SCIENCE CO-OP STUDENT HANDBOOK        7
you and the employer. Since the majority of interviews are conducted during business hours, and you must attend all interviews for which you have been selected, you are expected to miss class in order to attend interviews, if necessary. You are advised to make alternate arrangements with your instructor if you have an interview scheduled during class time.

• If you have any concerns with any position you have been interviewed, you need to speak with a Co-op Coordinator as soon as possible, and no later than the following business day, i.e. within 24 hours.

• Prepare for the interview:
  — Review the original job posting
  — Research the company (e.g. refer to the company website, check industry publications, conduct a Google search)
  — Prepare for the interview (refer to Chapter 11)
  — Plan your travel, if interview is not on-campus, to ensure you arrive 10 minutes prior to your scheduled interview and arrive prepared
  — Contact a Co-op Coordinator after the interview if you have any concerns about the position

Confirmation of Job Offers

Employers who have arranged and conducted interviews through the Co-op Office, will extend offers to students through a Co-op Coordinator on a first come, first served basis. Once you receive a job offer, verbally or written, you must respond within two business days. All work term positions are to be accepted or declined through a Co-op Coordinator.

Once you have accepted a position, via a phone call or an email to a Co-op Coordinator, the employer will send a written offer letter to the Co-op office. We will upload your offer letter to your PD Portal account, send the letter as an email attachment (i.e.,pdf, .doc) or notify you to pick up the offer letter at the front desk to sign it for your, Co-op and company records.

NOTE: If you receive an offer directly from an employer, you must consult with a Co-op Coordinator before making a decision.

• If you receive an offer letter directly, please ensure the Co-op office is advised. Once you accept the offer, forward a copy to the Co-op office as well.

• If your offer letter contains a confidentiality agreement, please see a Co-op Coordinator if you have any questions or require a witness to your signature.

• Fulfill all other employment requirements, such as:
  — Completion of a medical exam, background check, criminal records check, driver’s abstract, purchase of protective clothing, and so forth.

• E-mail, fax or mail your signed offer letter to your employer; you are welcome to use the services at the Co-op office to return the letter.

• Once you have signed the offer letter, you should contact your new employer to confirm your start date, location of orientation, start time, dress code, and so forth.

• When signing your offer letter, you must also complete either the Domestic or International Waiver form (which can be found on the UBC Applied Science Co-op website by clicking on Students, then Forms, and selecting the ‘Co-op Forms’ link) and upload to your workterm file in PD Portal.
  — The Domestic Waiver form is to be completed for work terms based in Canada
  — The International Waiver form is to be completed for work terms based in any country other than Canada e.g. USA, China, Germany, Japan.

Guidelines for Site Visits and E-Visits

While you are on a Co-op work term, you are to remain in close contact with a Coordinator. As part of our commitment to your success in the Program, we will be conducting either an in-person site visit (if you are located in the Metro Vancouver or Kelowna area) a telephone site visit or an electronic visit, known as an E-Visit, to check in with you and your supervisor. These visits take place at approximately the mid-point of each four month work term.

In-person site visits will generally be conducted with students in their first, third and fourth Co-op work term. During your second and fifth Co-op work term a member of our Co-op staff will be contacting you and your supervisor to check in. Regardless of whether you can expect a site visit or E-Visit, our purpose is to:

• Assess how the work term is progressing from both your perspective and your supervisors, and to ensure it is mutually beneficial for both parties

• Review your learning objectives and discuss work performance and progress

• Ensure your supervisor is satisfied with your performance and progress, and address any issues that may arise

• Review your work term requirements that are necessary to successfully pass the work term, including:
  — Work term report (which will vary based on the number of work terms the student has completed); and
  — On-line employer and student evaluation forms
3 Workshop Summary

Life-Long Job Search Skills

The pre-employment skills taught in the online and in-person co-op workshops have been identified by employers as essential in the workplace. Online workshops are delivered via Connect, an online course delivery tool. As each workshop is mandatory, please contact a Co-op Coordinator at least one week before the scheduled in-person workshop if you are unable to attend so that other arrangements can be made.

Upon completion of the workshops, you will have learned:

- Self-assessment skills to help you set personal objectives in terms of education, work terms and career choices
- Accomplishment-based résumé-writing
- Components of a targeted, compelling cover letter
- Job search skills that will assist you in successfully gaining employment
- How to analyze job descriptions to predict interview questions
- Interview preparation skills and key factors for succeeding in interviews
- Ethics and confidentiality rules and how to apply them during your Applied Science Co-op career
- The requirements for co-op work term assignments; and
- Fundamentals of the Human Rights Act, Employment Standards Act, and collective agreements that apply to you in the workplace

Mandatory workshops will be conducted throughout the fall and winter terms.
The UBC Applied Science Co-op Website

The Applied Science Co-op website (www.coop.apsc.ubc.ca) is a key source of information for students and employers, and includes:

- All forms required during your work term, including submission deadlines
- A copy of the most current Student Handbook
- Key dates and co-op reminders
- PD Portal link
- Co-op staff contact information
- Salary statistics
- Links to online job boards; and
- Co-op publications and news

Information Specific to UBC Co-op Students

U-Pass

While you are on a co-op work term, you are eligible for the U-Pass, and you will automatically be enrolled in the U-Pass program. More information is available at planning.ubc.ca/vancouver/transportation-planning/u-pass-compass-card. If you wish to opt out of the U-Pass program, please review the exemption process at planning.ubc.ca/vancouver/transportation-planning/u-pass-compass-card/eligibility-and-exemptions.

Medical and Dental Health Benefits

As of September 2007, UBC students enrolled in the Co-op Program are automatically assessed student-levied fees including all of the benefits provided by the Alma Mater Society (AMS). Students who are enrolled in a co-op work term in Term 1 will be enrolled in the health and dental plan. For more information on coverage, please visit: http://www.ihaveaplan.ca.

If you are covered by another plan through your current employer or family, you can elect to opt out of the extended health plan. To do so please follow the instructions listed by your health care provider: ihaveaplan.ca/rte/en/UniversityofBritishColumbiaAMSGSS_Home

If you are an international student, you must be covered by the British Columbia Medical Service Plan (MSP) or have equivalent coverage. Without MSP or equivalent coverage, you cannot make claims for health plan benefits. For more information on IMED, or provincial health care (MSP), please contact International House at 604.822.5021 or by email at isa@students.ubc.ca on the Vancouver Campus. Students on the Okanagan Campus can contact International Programs and Services at 250.807.9100 or by email at ips.ubco@ubc.ca.

For Students Working Outside British Columbia

You will need to ensure you have adequate medical coverage for the period of time you are away from British Columbia. Most students are covered under a provincial health plan, but you must still contact your health insurance agency before commencing your co-op work term. If you do not, any claims you make may be invalid. Make arrangements to maintain your provincial insurance while you are away, and be sure to reactivate it when you return, if necessary.

Check to ensure you will be covered while residing in the country/province of your work term. Please see the Medical Services Plan website at www2.gov.bc.ca/gov/content/health/health-drug-coverage/msp as it will describe what coverage you have (and do not have) while you are outside the province.

Extended Medical Insurance

Extended medical coverage is required; some employers will require co-op students to purchase a specific medical insurance plan before beginning employment. If you are enrolled in the AMS/GSS Health and Dental Plan, you can request to extend your Travel Insurance to cover you while you are on your work term outside of BC. For more information, see ihaveaplan.ca/rte/en/UniversityofBritishColumbiaAMSGSS_Travel_TravelCoverage_ExchangeInternshipStudents.

If you are not enrolled in the AMS/GSS Health and Dental Plan, you will need to purchase your own medical insurance.

While many students are covered under their family’s insurance policy, this is something you will have to look into for yourself. Carefully read each insurance company’s coverage to understand what will and will not be covered while away from Canada.

Scholarships

UBC offers a number of scholarship award programs to students entering undergraduate programs, as well as those continuing their studies at UBC. Renewable entrance scholarship payments normally span a four-year period; however, the payments may extend over a five-year period for...
Co-op status does not affect eligibility for renewable scholarships; however, it does affect the amount received. Scholarship amounts relate to the previous year’s credit course load and academic average; therefore, finances should be budgeted and allocated accordingly. For more information on how co-op affects scholarship funds, please see students.ubc.ca/enrolment/finances/awards/special-circumstances.

**Student Housing**

Co-op students who are first-time housing applicants do not receive special assignment priority. However, if a student becomes a resident and has a work term that is out of cycle with the residence term (which runs from September to April), UBC Housing may be able to make special arrangements to reinstate a residence room, depending on the availability of space and receipt of advance notice. Co-op students residing in the UBC single student residences during the winter session may require special services for reinstatement after their work term.

Co-op students on a Fall work term wanting to return to residence at UBC for January must:

1. Apply for housing in February as a returning resident for the following September.
2. Contact UBC Housing by April 30 to confirm you do not want a room assignment for Term 1, but want the offer deferred to Term 2.
3. One week before the application period, arrange for the Applied Science Co-op office to send studentship letter/email on your behalf to UBC Housing in support of your request for deferment.

Co-op students on a Winter work term and wanting to return to UBC residences for September must:

1. Have a current residence assignment for the upcoming academic year.
2. Give 30 days’ written notice to the UBC Housing office that you are terminating your contract at the end of Term 1. Please refer to your residence contract for specific details.
3. Contact the Housing office before the end of the re-application period (the first week of February) to reapply for housing for the applicable Winter Session and to ask for reinstatement as a returning co-op student.
4. One week before the application period, arrange for the Applied Science Co-op office to send studentship letter/email on your behalf to UBC Housing in support of your request for deferment.

Please note that residence assignments are not guaranteed and are based on availability. Contact UBC Housing and Conferences by accessing their website at housing.ubc.ca.

**Student Loans**

You can apply for a Canada Student Loan and/or a British Columbia Grant or Student Loan. To qualify for a loan, you must be a Canadian citizen or a permanent resident (landed immigrant) and you must have had residency in BC as established according to federal-provincial criteria.

University loans are available to students who have exhausted all other means of finance. Students who are BC residents, should apply through Student Aid BC at studentaidbc.ca. For the most up to date information on co-op eligibility for student loans and interest free status, please contact your Enrolement Services Professional (ESP).

**Maintaining Interest-Free Status**

While on a co-op work term, a student is eligible for interest-free status. To do so, submit an application online (at studentaidbc.ca) or download the Schedule 2 forms. For assistance, please contact your Enrolment Services Professional (ESP) students.ubc.ca/about/enrolment-services or 604.822.9836. Okanagan students can contact students.ok.ubc.ca/finance/financial-support/loans/interestfree.html or 250.807.9100.

**Revenue Canada**

Please do not contact the Co-op Office for information or to get answers to specific tax questions. Instead, please visit the Canada Revenue Agency website at cra-arc.gc.ca/menu-eng.html or call 1.800.267.6999 for automated service, or 1.800.959.8281 to speak to a Customer Service Agent.

**NOTE:** International students must file a Canadian income tax return when on a co-op work term. For more information, visit the Canada Revenue Agency website at cra-arc.gc.ca/internationalstudents/.

When you are on a co-op work term, Revenue Canada does not consider you to be a full-time student. Therefore, you cannot claim full-time education tax credit for the months that you work as a co-op student. However, you can claim the tuition fee tax credit for co-op work term tuition paid.

**Moving Expenses**

Co-op students may claim certain costs related to relocation for co-op work terms that are more than 40 km from their homes as tax deductions. To claim these costs, students must complete a T1-M Claim for Moving Expenses form from Revenue Canada which can be found at cra-arc.gc.ca/E/pgb/t1/t1-m/README.html.

**Working Internationally**

All students (including Canadian citizens, permanent residents and international students) who secure co-op work terms internationally are required to secure the appropriate legal paperwork and travel documents prior to departure. The UBC Applied Science Co-op Program Co-op Coordinators assist students with the various processes, but the Program is not a legal authority on international documentation. **It is each student’s sole responsibility to ensure legal documents are attained in order to work in the country of the co-op work term.**

Each student completing a work term outside of Canada must complete registration on the UBC Student Safety Abroad Registry and review the UBC Safety Abroad information and modules at safetyabroad.ubc.ca.

If you are working outside Canada, you are required to submit and pay taxes in the country in which you are employed. You must also report your earnings to the Canadian government and may be required to pay additional taxes.
Additional UBC Student Services

**Student Financial Assistance & Awards**

UBC offers a range of merit-based academic awards for undergraduate studies, as well as financial need-based awards for both undergraduate and graduate studies. Contact Student Services or by accessing their website: students.ubc.ca/enrolment/finances/awards.

**Career Services**

UBC Centre for Student Involvement and Careers (CSIC) offers students a number of career-related services, including career consulting and planning, job search and interview skill development, and résumé workshops. Contact CISC in Brock Hall, by phone at 604.822.4011, or by accessing their website: students.ubc.ca/career/resources. Okanagan students can contact Career Services in the University Centre by phone at 250.807.9871 or by accessing their website: students.ok.ubc.ca/careers/services.html.

**Counselling Services**

Counselling Services provides UBC students with confidential counselling. Professional counsellors and psychologists are available to assist students to address personal, relationship, career or educational concerns. Counselling Services offers group sessions and workshops throughout the year. Personal counselling is also available for students and their partners, and/or families. Contact Counselling Services at Brock Hall, Room 1040, by phone at 604.822.3811 or by accessing their website: students.ubc.ca/livewell/services/counselling-services. Okanagan students can contact Counselling Services in the University Centre by phone at 250.807.9270 or by accessing their website: students.ok.ubc.ca/health-wellness/counselling.html.

**International House**

International House is a social and cultural centre for international and intercultural learning on campus. Committed to fostering and celebrating lifelong understanding, respect and friendship among people from all nations and cultures, International House offers a variety of social activities, cultural celebrations and educational workshops. It also acts as a campus resource on international opportunities and serves as the office for International Student Advisors (ISAs) and the International Peer Program. Contact International House at 1783 West Mall, by phone at 604.822.5021, by email at international.house@ubc.ca or by accessing their website: students.ubc.ca/international. Okanagan students can contact International Programs and Services in the University Centre by phone at 250.807.9100 or by accessing their website: students.ok.ubc.ca/international/welcome.html.
Roles and Responsibilities

The Student

As a UBC Applied Science Co-op student, you will participate in a program during which you will have the opportunity to acquire valuable work experience that relates to your degree. You are expected to treat others (Co-op Coordinators, office staff, employers and colleagues) with professional courtesy in all forms of verbal and written communication.

During the Job Search Term

• Review the Terms & Conditions and digitally agree to them each semester.
• Attend all meetings that have been scheduled with a Co-op Coordinator.
• Initiate an independent job search for an appropriate work term, using personal contacts and other external contacts, while also applying jobs posted on PD Portal.
• Prepare for interviews by researching both the company and the job posted.
• Respond to offers of co-op employment within two business days.
• Complete and submit any required documents to the employer prior to your start (e.g., driver’s abstract, forms needed for security clearances, etc.)
• If you receive an offer letter directly from an employer, please ensure you send a copy to the Co-op Office or upload in PD Portal in the work term page, for our records.
• Complete a Domestic or International Waiver Form once you have signed an offer letter. Upload the signed waiver on the work term file in PD Portal.
• If you are an International student, you must ensure you have a valid work permit prior to commencing your Co-op work term.

During Your Work Term

• Within the first three weeks of each four-month work term, update your current home address and edit Work Term Details in PD Portal. Be sure to include your direct supervisor’s name, phone number and email address.
• Prepare your Learning Objectives within the first three weeks of your work term, review them with your supervisor and upload to PD Portal.
• If you are planning to enroll in an academic course during your work term, you will advise a Co-op Coordinator and ensure the course does not conflict with your work term position. Academic courses are to be completed by distance and/or outside of regular and/or required work hours.
• Honour your commitment to an employer by fulfilling the terms of your employment. Respect the policies, procedures, confidentiality and proprietary information of your employers. Assume information is confidential unless informed otherwise.
• Adhere to all conditions and rules that apply to employees in the organization. These may include working hours, union membership, income tax reporting and suitable attire.
• You will be contacted by the Applied Science Co-op staff to arrange a site visit between you, a Co-op Coordinator and your supervisor, and you are expected to facilitate these arrangements.
• Immediately advise a Co-op Coordinator of any concerns or problems you have with your work term assignment or working environment before taking matters into your own hands. A Co-op Coordinator will work with you and the company to reach a mutually beneficial solution.
• Submit a work term report for each four-month work term, or during the fifth co-op work term deliver a formal oral presentation. Include a signed Co-op Report Release form with your submission. Assignments will not be accepted without a release form signed by your supervisor (except for APSC 210, which is a non-confidential report).
• If your report is confidential, your employer will have to assess the report and complete the Technical Report Grade Form. Forms must be received by the Applied Science Co-op office in order for a grade to be assessed.
• For specific due dates, refer to the Work Term Checklist that is published every work term. It is your responsibility to meet the deadlines assigned.
• Complete the online Student Evaluation of Work Term Form by the assigned deadline for each four-month co-op term. Ensure that your manager or supervisor completes the online Performance Assessment before the deadline.
• Please follow the Work Term Checklist to ensure you submit all the necessary forms. These forms can be found on the Applied Science Co-op website by selecting the appropriate work term from the menu on the left.

After Your Work Term

• Work Term Reports are submitted online via Connect by the specified deadline for each Work Term.
• Co-op staff will contact you within the first three weeks of
the academic term of your return to campus to have you participate in a debriefing session.

Co-op Coordinators

Co-op Coordinators are your liaison with employers. They work closely with you and employers to develop suitable co-op work term opportunities. Co-op Coordinators have several responsibilities, including:

• Marketing co-op education to prospective employers to maximize the number of job opportunities
• Selecting students for the Program, monitoring progress and advising students to help them develop and refine career goals
• Providing you with appropriate pre-employment training for your career development
• Advising and assisting employers through all aspects of the co-op recruiting process
• Conducting site visits during the first, third and fourth work term to assist in the evaluation of the student and employer, and to identify future work terms for co-op students
• Marking APSC 110 and 210 work term reports, and attending and assessing APSC 411 presentations
• Ensuring fair and equitable treatment of students and employers throughout the recruitment process; and
• Working with employers, students and faculty to evaluate the students’ work terms’, ensuring the needs of employers, students and faculty are met

Co-op Coordinators act as a resource and are your representatives throughout your co-op career whether you are in school or on a work term.

If you face challenges during your work term (e.g., unsafe working conditions, difficult co-workers or managers, excessive overtime, non-technical work, personal issues, etc.), contact a Co-op Coordinator immediately! They can help you determine productive ways to address your challenges.

The Co-op Office

The Applied Science Co-op office administers the UBC Applied Science Co-op Program and serves as an informational, organizational and administrative resource for you. The office has several responsibilities, including:

• Providing students, employers and faculty members with information about the Co-op Program
• Registering students in APSC 110, 210, 310, 410 and 411
• Communicating important Program deadlines to students (Please note that it is ultimately your responsibility to meet all deadlines)
• Reviewing job descriptions and posting positions in PD Portal
• Accepting employer interview requests and organizing interview schedules
• Collecting, recording and distributing offer letters from employers
• Arranging E-Visits, scheduling site visits and/or telephone site visits between students, supervisors and Co-op Coordinators each work term

• Recording and processing of student Work Term Report packages, and
• Obtaining the Work Term Report grades and recording the marks

NOTE: To help the Applied Science Co-op office fulfill its responsibilities, you must update your work term information (including the precise work location, telephone number and email address for yourself and your supervisor) in a timely manner each four-month work term, directly in your PD Portal file.

The Employer

The employer provides you with engineering-related work experiences. You will be paid, supervised and evaluated as regular employee during your work term. The employer has several responsibilities, including:

• Providing the Applied Science Co-op office with an offer letter outlining salary and benefits, hours of work, and start and end dates
• Providing a supervisor who will oversee your work and discuss expectations with you
• Advising you of confidentiality in the workplace and ensuring that you sign required non-disclosure agreements prior to commencing work
• Participating in the site visit (in person, by phone or E-visit)
• Completing the online Employer Evaluation at the end of the term
• Providing you with guidance, reviewing the Work Term Report, and signing the Work Term Report Release form
• Marking the report if it is deemed confidential; and
• Adhering to Employment Legislation and the Human Rights Act

The Faculty Liaison

The Faculty Liaison has several responsibilities which may include:

• Providing technical and professional support throughout the work term as needed by discipline-specific co-op students
• Assisting in topic selection for your Work Term Report to meet the guidelines of the Co-op Program and the needs of the employer, as requested; and
• Providing a link between the Co-op Program and its associated engineering departments
Assessing Yourself & Your Skills

The first co-op workshop, including online modules, an in-person workshop and a smaller group review sessions will provide tools and insights that will form a foundation for writing résumés and cover letters. The tools provided assist you in finding and securing co-op work terms; please refer to this handbook throughout your co-op job searches. This information will also help you with your lifelong career planning.

Self-Assessment & Your Co-op Career

Self-assessment is the first step in career planning. An assessment of your interests, skills, accomplishments, personal attributes and values will provide a foundation from which you can identify the kinds of work you will find most rewarding. It will also help you clearly communicate skills you have that employers are seeking, and to identify areas for development.

Industry knowledge is the second step in career planning. Understanding the labour market helps ensure that your decisions are in sync with current marketplace demands and trends. You will learn how to identify what skills and knowledge are currently valued in the marketplace that you may wish to emphasize or develop.

Career Planning Model

1. Self-Assessment
   (knowledge of self)

2. Industry Knowledge
   (identifying and researching occupational alternatives)

3. Planning & Action
   (evaluating alternatives and developing an action plan)

4. Reviewing & Evaluating Plans

Assessing Yourself

You have a unique combination of interests, abilities, and preferences to offer prospective employers. Being aware of your personality is the starting point for almost all change and growth, as it is a core aspect of your true self. Preferences are an important component of self-assessment and self-discovery. They guide our decisions and determine how we feel about different aspects of the world. Understanding your values and preferences can help you to determine:

- Personal and career goals
- The position and working environment that best matches your needs
- The kinds of people you enjoy working and associating with

During your co-op career, you will have opportunities to work in various environments with different organizational structures with a diverse range of people. You will be able to challenge and further define your values and preferences.

Preferences & Values

The online modules include an assignment related to your personal and professional preferences and values. Utilize the activities from Connect during your self-assessment. Be mindful that many of your values and preferences will change during your co-op work terms as you gain more experience. You can begin by asking yourself: “What is my preferred working environment?”

Personal Attributes Assignment

What personal qualities or strengths do you have to offer a potential employer? Refer to the online module and review the appendices for a list of words outlining attributes that may apply to you.

Skills & Experience Inventory

Taking stock of your experiences will greatly assist in the development of your co-op résumé and content for cover letters. Consider previous employment experience, volunteer/extracurricular activities and technical projects in order to provide specific details about the type of work you have done to highlight the skills you have gained.

During co-op Workshop 1 Module 2, you will create several examples of skills and experience inventories to use when building your co-op résumé. An example has been provided for you below, please also refer to the online resource for additional information.
Example: Skills & Experience Inventory

<table>
<thead>
<tr>
<th>Company Name</th>
<th>Position</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>McDonald’s Team Leader</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Start and end dates? (Month and Year)</th>
<th>May - September 2013</th>
</tr>
</thead>
</table>

<table>
<thead>
<tr>
<th>What did your duties include?</th>
<th>Managed a crew of five customer service representatives</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>Prepared menu items</td>
</tr>
<tr>
<td></td>
<td>Responsible for making sure that customers received their orders within the allotted time frame and as requested</td>
</tr>
<tr>
<td></td>
<td>Accepted orders and handled cash at the front counter</td>
</tr>
<tr>
<td></td>
<td>Dealt with any issues regarding team members, including time off, overtime or personal problems</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>What were your major achievements?</th>
<th>Promoted from crew member to Team Leader within two months of starting</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>Won Employee of the Month</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>With whom did you interact? (e.g., Peers, Management, Supervisors, Juniors, Customers, Team Members, Suppliers, Vendors, etc.)</th>
<th>Customers</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>Co-workers and Senior Management</td>
</tr>
<tr>
<td></td>
<td>Delivery crews</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>What did you like most about your work?</th>
<th>Managing a team of employees</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>Dealing with customers</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>What did you like least about your work?</th>
<th>Having to resolve issues of incorrect orders</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>Early morning start time</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Adjectives/ phrases your manager would use to describe you and your work</th>
<th>Good team leader</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>Focused</td>
</tr>
<tr>
<td></td>
<td>Enthusiastic</td>
</tr>
<tr>
<td></td>
<td>Hard worker</td>
</tr>
</tbody>
</table>

**Transferable Skills**

Transferable skills are highly valued by employers as you can apply them to a range of roles in a variety of settings. The more transferable skills you can demonstrate, the more competitive you will be in the marketplace. Some examples of transferable skills include:

- Administrative
- Change Management
- Communication
- Conflict Resolution
- Customer Service/People Skills
- Delegation/Time Management
- Financial
- Leadership & Initiative
- Knowledge Acquisition
- Knowledge Application
- Management
- Negotiation
- Organization
- Policy & Procedure Development
- Problem-Solving
- Project Management
- Public Speaking & Presentation
- Research & Analysis
- Resource Management
- Sales & Marketing
- Strategy Development
- Teaching & Coaching
- Teamwork Skills
- Technical/Hands-On

**NOTE:** A more comprehensive list of transferable skills is available in co-op Workshop 1 — Module 2, and in the Appendices at the end of this handbook.

**Examples: Transferable Skills**

**Customer Services Skills** — As a Sales Associate at The Gap, I helped several customers at once with different requests and I made sure that I met my hourly sales quota which was quite stressful. From this experience, I know that as the Help Desk Tech Support I would be able to maintain a positive, friendly and helpful attitude while trying to help frustrated co-workers with their computer problems.

**Teamwork** — Working at McDonald’s, I learned that with a strong team behind you, along with a positive attitude and good communication skills, it is easy to work efficiently. I would apply these same skills to the team environment at BC Hydro.

**Communication Skills** — I developed my communication skills as a math and physics tutor. I spoke confidently and directly with parents about their child’s performance and when I was tutoring. I also made sure I was speaking clearly and appropriately for 10-year-olds when explaining difficult concepts. I learned how important it is to change my style.
of communication depending on who I am speaking to. I am confident that I would also be able to communicate effectively with external customers, vendors and my engineering colleagues.

**Other Resources**


Collection of Information & Resources on Transferable Skills – quintcareers.com/transferable_skills.html

Emphasizing your Classroom Marketable Skills – quintcareers.com/classroom_transferable_skills.html

**Areas for Improvement**

Thus far the focus has been on positive attributes, but everyone has areas of weakness that need to be strengthened and developed. One frequently asked question during interviews is: “Tell me about your strengths and weaknesses.” Most students do well on strengths but are stumped when asked about their weaknesses. Answering this question is tricky because you have to be honest, but you do not want to hurt your chances of getting the job. Keep in mind that a weakness in one situation can be perceived in another as a strength. It is especially important to focus on specific ways you are working to improve your weak areas.

**Example: Professional Weakness**

**Typical Answer:** I have trouble managing several tasks or projects at once.

**Superior Answer:** I have trouble managing several tasks or projects at once. Instead, I’m good at focusing my energies on one task or project and as a result, I always see things through to completion and often finish before the deadline. One of the things I’m doing to try and overcome my weakness is scheduling various tasks throughout the day and sticking to the schedule I arranged.

As you go through the online workshop modules, and during the second in-person workshop, you will develop methods and examples to have an answer prepared to highlight your strengths and illustrate a weakness you have overcome.
The Résumé

General Résumé Information

The purpose of a résumé is to get an interview. Your résumé reflects how you view yourself and explains your abilities to prospective employers. An effective résumé demonstrates your ability to meet an employer’s needs and should persuade the employer to invest another 30 to 60 minutes of his/her time in interviewing you.

Creating an effective résumé involves a two-step process.
1. Analyze the job posting to determine what work experience, technical skills and transferable skills the employer wants.
2. Review your Personal Attributes and Skills & Experience Inventory worksheets to select what you are going to highlight in your résumé.

Résumé Length

The standard length for a résumé is two pages, whether you are applying for a co-op or permanent position.

Creating a Professional Image

There are various perspectives on what constitutes the “right” résumé, and there is not just one correct way to present your information or write a résumé. Whatever the opinion on format, most professionals agree on certain characteristics. A well-written, professional résumé:

- Highlights the best achievements, accomplishments and contributions at work, school and in the community
- Reflects your hobbies, activities and interests to show you are a well-rounded person
- Is free of spelling and grammatical errors; and
- Is clear, concise, complete and correct

Types of Résumés

There are three standard types of résumés: chronological, functional and combination. Many employers usually require chronological résumés because they highlight your career progress. In contrast, functional résumés are most appropriate for senior executives because they present a broad profile without reference to specific jobs. The combination résumé combines elements of both chronological and functional styles. The combination format works well if you have very little work experience or if you are moving into a different career area.

Chronological or Reverse Chronological

This type of résumé places your skills within the context of your employment history and demonstrates your career progress. Guidelines for the chronological résumé include:

- Information is presented in reverse chronological order (most recent dates listed first)
- Dates are aligned on one side of the page
- Work history is summarized chronologically with job titles grouped under each employer; and
- Accomplishments are outlined separately for each position held

Functional

This résumé style is useful for marketing extensive career experience at the senior level. Guidelines for composing this type of résumé include:

- Information is not necessarily presented in chronological order
- Information is grouped according to the area of expertise, industry, or positions held over a long period of time
- Dates are often not included because work history is presented by area or function rather than chronological sequence
- Accomplishments are not linked to specific positions but presented as the outcome of the whole career
- Skills are not shown in the context of specific jobs but as a result of overall experiences; and
- Employers and job titles may or may not appear on the résumé

Combination

This type of résumé highlights the expertise and abilities you have acquired over your entire career, rather than linking your skills and accomplishments to specific jobs. It follows the chronological format, but, like the functional résumé, it groups some information together for emphasis. Consider the following guidelines when formulating your combination résumé:
• Marketable skills and accomplishments are generally summarized at the beginning, focusing attention on the specific skills you have that meet the needs of the employer and position; and
• Information is presented in reverse chronological order (most recent dates listed first) and includes positions held or names of projects.

For the purpose of your co-op résumé, you will use a combination résumé template since it is most commonly preferred by current co-op employers.

Co-op Résumé Template

All students are required to download the UBC Applied Science Co-op Résumé Template from engcore.apsc.ubc.ca/myAccount/co-op/resources/student-resources.htm. It is also available in the “Resources” tab directly within PD Portal. If you apply to Co-op positions with a résumé that does not follow the template provided, your applications will not be sent to employers. Ensure you are using the most current resume template.

Except for the Technical Skills section, you will be able to move sections around in the template by copying and pasting them into different locations, as needed. Sections that you do not need for your résumé should be deleted. For example, if you do not have any awards, then you should delete the Awards section. You can add it back into your résumé later by copying it from the original template.

You will have the ability to rename the titles of some of the sections of your résumé. However, this should only be done in consultation with a Co-op Coordinator. This will ensure you are choosing section titles that accurately represent what you have to offer, and that will be acceptable for the employers in your industry.

Anatomy of a UBC Applied Science Co-op Combination Résumé

Workshop 1 Module 3 will focus on developing your co-op résumé in a format that will best serve your needs as a co-op student. Remember, you already have a lot of content from your current résumé; the online module and this section of the handbook will help you develop the existing information. The samples below are from civil and electrical engineering Co-op students, and are intended to give you an idea of the different categories and skills you can include.

NOTE: The sections can be changed depending on your individual experience and projects. You should work with a Co-op Coordinator to determine what categories and orders are best for your résumé.

TECHNICAL SKILLS

<table>
<thead>
<tr>
<th>Computer Skills</th>
<th>Tools</th>
<th>Certifications</th>
</tr>
</thead>
<tbody>
<tr>
<td>AutoCAD 2012</td>
<td>Concrete Compression Machine</td>
<td>CN Safety for Canadian</td>
</tr>
<tr>
<td>Google SketchUp</td>
<td>Ultrasonic Pulse Velocity</td>
<td>Contractors</td>
</tr>
<tr>
<td>Trafficware</td>
<td>Meter</td>
<td>Emergency First Aid and CPR</td>
</tr>
<tr>
<td>VISSIM</td>
<td>Surveying Total Station</td>
<td>BC Class 5 Drivers License</td>
</tr>
<tr>
<td>AutoTURN</td>
<td>Surveying Transit and Level</td>
<td>WHMIS</td>
</tr>
<tr>
<td>CorelDraw</td>
<td>Hand Drafting</td>
<td></td>
</tr>
<tr>
<td>Microsoft Office</td>
<td>Rock and Mineral Testing Kit</td>
<td></td>
</tr>
<tr>
<td></td>
<td>Power Tools</td>
<td></td>
</tr>
</tbody>
</table>

Also:

Technical Skills

Employers often read this section before your cover letter to quickly determine if you have the fundamental skill sets required for a position. You should list your skills that are relevant to the job description for which you are applying. If you list a technical skill, you
must demonstrate the use of that skill in the accomplishment statements later in your résumé. If you have learned a skill through self-guided learning, applied the knowledge during school labs, or if you obtained the knowledge through course work, you can include this under “Technical Projects”.

Non-technical/transferable skills or descriptions, such as “leadership skills” or “interpersonal skills” should not be included in the technical skills section. To highlight these attributes, include them in your cover letter with your supporting example.

**Academic and Co-op Status**

When completing the Academic & Co-op Status section of your Co-op résumé, carefully fill in each section as follows:

**Academic Program**

Academic discipline and option – If you are enrolled in an option within your degree program (e.g., a Mechanical Engineering student may be in the Thermofluids option), please list your option. If you are not in an option or do not wish to list your option, remove “<academic option, if applicable>;” and simply enter your engineering discipline.

Academic terms completed – Use the drop-down menu to select the number of academic terms you will have completed when you begin your work term. For example, if you are a 3rd year student applying for the summer term, you will have completed 6 work terms by the time you begin work in April (Year 1 + Year 2 + Year 3).

**Co-op Status**

Completed work terms – use the drop-down menu to select the number of work terms completed as of your current term. For example, if you are a second year student applying for co-op jobs for the first time, you will have completed 0 work terms; if you are a third year Co-op student applying for a summer co-op term, you will have completed either 1 or 2 Co-op work terms.

Available for – use the drop down menu to select the number of months you are available for your upcoming work term and which month and year you are available, i.e. 4 months (one term), 8 months (two consecutive terms), or 8 or more months (indicating you would work for at least three consecutive work terms (12 months); with a start in May, September or January.

**Co-op and/or Technical Work Experience**

To generate content for the résumé, review your “Assessing Your Skills and Experience” assignments.

- If you have relevant experience, provide one to four examples of technical work experience. What did your work involve? Why did you do the work you did? What type of environment did you work in (industrial, office, machine shop, etc.)?
- Quantify what you did (specify dimensions, number of hours, team members, costs, etc.). Use engineering descriptors because engineers will probably read your résumé.

**NOTE:** This list is intended to provide suggestions for additional content; it is not necessary for each of these points to be included in your co-op template résumé. However, you should be consistent in the type of content you include within each section. Formatting should be consistent throughout your résumé.

**Technical Projects**

- Describe technical projects you have completed at university, college or through extra-curricular involvement. These projects can include both group and individual endeavours.
- If possible, provide the results or outcome of the project. Was it successful?
- What challenges did you encounter and how did you overcome them?
- Were you working independently or as part of a team?
- Include lab experience and course work in this section.

**Volunteer Experience**

- See “Co-op/Technical Work Experience” for suggestions
Other Work Experience

Name of Organization (City, Province) | Month and Year – Month and Year
Title/Position | 
• See “Co-op/Technical Work Experience” for suggestions

Education

University of British Columbia | Month and Year – Present
Degree (Option), expected date of graduation 20--
Additional College/University Experience | Month and Year – Month and Year
Degree, Certificate or Diploma

Awards

• Include a very brief description if the reason for the award is not obvious
• Do not include awards from more than three years ago

Professional Affiliations

List any memberships you have in relevant professional associations; state the level of involvement if applicable.

Activities and Interests

Employers like to see non-academic interests, because as they speak to the type of person you are, particularly if the interests require self-discipline and commitment.

Action Verbs

Action verbs powerfully and descriptively explain what you did to gain or develop various technical and transferable skills. Begin each accomplishment statement on your résumé with an action verb. Keep this page available for easy reference whenever you are working on your résumé or preparing for an interview.

Example: What do you think sounds better to a prospective employer?

Worked with a team to make changes to an existing database

-- OR --

Managed a team to uncover and analyze bugs within an existing database; recommended and executed upgrades to improve database functionality

Action Verb Examples: Accent Your Experience

<table>
<thead>
<tr>
<th>Accelerated</th>
<th>Classified</th>
<th>Engineered</th>
<th>Installed</th>
<th>Produced</th>
<th>Stressed</th>
</tr>
</thead>
<tbody>
<tr>
<td>Accomplished</td>
<td>Coached</td>
<td>Evaluated</td>
<td>Instructed</td>
<td>Programmed</td>
<td>Succeeded</td>
</tr>
<tr>
<td>Achieved</td>
<td>Collaborated</td>
<td>Executed</td>
<td>Integrated</td>
<td>Promoted</td>
<td>Summarized</td>
</tr>
<tr>
<td>Acted</td>
<td>Collected</td>
<td>Expanded</td>
<td>Interpreted</td>
<td>Provided</td>
<td>Supervised</td>
</tr>
<tr>
<td>Adapted</td>
<td>Communicated</td>
<td>Expounded</td>
<td>Introduced</td>
<td>Publicized</td>
<td>Systematized</td>
</tr>
<tr>
<td>Addressed</td>
<td>Compiled</td>
<td>Explained</td>
<td>Invented</td>
<td>Recommended</td>
<td>Tabulated</td>
</tr>
<tr>
<td>Administered</td>
<td>Completed</td>
<td>Fabricated</td>
<td>Lectured</td>
<td>Reconciled</td>
<td>Tracked</td>
</tr>
<tr>
<td>Advised</td>
<td>Computed</td>
<td>Facilitated</td>
<td>Led</td>
<td>Recruited</td>
<td>Traded</td>
</tr>
<tr>
<td>Advocated</td>
<td>Consolidated</td>
<td>Familiarized</td>
<td>Maintained</td>
<td>Resigned</td>
<td>Trained</td>
</tr>
<tr>
<td>Allocated</td>
<td>Contracted</td>
<td>Fashioned</td>
<td>Managed</td>
<td>Referred</td>
<td>Transformed</td>
</tr>
<tr>
<td>Analyzed</td>
<td>Controlled</td>
<td>Formulated</td>
<td>Mediated</td>
<td>Rehabilitated</td>
<td>Transformed</td>
</tr>
<tr>
<td>Appraised</td>
<td>Converted</td>
<td>Founded</td>
<td>Moderated</td>
<td>Remodelled</td>
<td>Transformed</td>
</tr>
<tr>
<td>Approved</td>
<td>Coordinated</td>
<td>Generated</td>
<td>Monitored</td>
<td>Reorganized</td>
<td>Translated</td>
</tr>
<tr>
<td>Arbitrated</td>
<td>Corresponded</td>
<td>Guided</td>
<td>Motivated</td>
<td>Reorganized</td>
<td>Tutored</td>
</tr>
<tr>
<td>Arranged</td>
<td>Delegated</td>
<td>Headed</td>
<td>Negotiated</td>
<td>Revised</td>
<td>Uncovered</td>
</tr>
<tr>
<td>Assembled</td>
<td>Delivered</td>
<td>Illustrated</td>
<td>Operated</td>
<td>Revitalized</td>
<td>Undertook</td>
</tr>
<tr>
<td>Assigned</td>
<td>Demonstrated</td>
<td>Implemented</td>
<td>Organized</td>
<td>Schedules</td>
<td>Unified</td>
</tr>
<tr>
<td>Attained</td>
<td>Designed</td>
<td>Improved</td>
<td>Originated</td>
<td>Serviced</td>
<td>Updated</td>
</tr>
<tr>
<td>Audited</td>
<td>Developed</td>
<td>Improvised</td>
<td>Overhauled</td>
<td>Shaped</td>
<td>Upgraded</td>
</tr>
<tr>
<td>Authorized</td>
<td>Devised</td>
<td>Increased</td>
<td>Oversaw</td>
<td>Simplified</td>
<td>Utilized</td>
</tr>
<tr>
<td>Awarded</td>
<td>Directed</td>
<td>Influenced</td>
<td>Performed</td>
<td>Solved</td>
<td>Validated</td>
</tr>
<tr>
<td>Balanced</td>
<td>Dispatched</td>
<td>Informed</td>
<td>Persuaded</td>
<td>Specified</td>
<td>Verified</td>
</tr>
<tr>
<td>Calculated</td>
<td>Edited</td>
<td>Initiated</td>
<td>Planned</td>
<td>Spearheaded</td>
<td>Weighed</td>
</tr>
<tr>
<td>Catalogued</td>
<td>Eliminated</td>
<td>Innovated</td>
<td>Presented</td>
<td>Spoke</td>
<td>Widened</td>
</tr>
<tr>
<td>Clarified</td>
<td>Encouraged</td>
<td>Inspected</td>
<td>Prioritized</td>
<td>Strengthened</td>
<td>Withdrawn</td>
</tr>
</tbody>
</table>
Accomplishment Statements

Now that you understand what a co-op résumé looks like, you will develop an accomplishment-focused résumé in conjunction with the online module. The exercise will incorporate your Self-Assessment assignments, preferences and transferable skills to develop accomplishment statements. We provide two methods to approach accomplishment statements.

As you develop your co-op résumé, remember to do the following:

- Include quantitative details and examples from your work experience to highlight the skills you used and gained
- Avoid using “I” or “me”, and do not include periods at the end of accomplishment statements

**Method 1: Four Steps to Build an Accomplishment Statement**

**Step 1**
Write down, in simple terms, the duties and responsibilities that you had in a given job.

- Greeted customers and took food orders

**Step 2**
Add details describing the nature of the employer or the work environment. What was the purpose of your role or responsibilities? Why was what you did important?

- Greeted customers in a friendly manner, took food orders and processed cash register transactions in a busy fast-food restaurant

**Step 3**
Add quantitative details and professional terms (when possible) to expand on your experience. What were your major achievements? What were your really proud of accomplishing?

Focus on how you did the job cheaper, faster and better than the current standard or than was expected of you.

**Step 4**
Add phrases that contain transferable skills to demonstrate how you met or exceeded expectations to provide prospective employers with insight into your soft skills.

This step is optional but you should try to have at least one “Step 4” phrase per job.

- Greeted up to 50 customers each hour in a friendly manner, took food orders and processed cash register transactions very quickly in a busy fast-food restaurant, ensuring a 75% customer satisfaction level

**Steps to Developing Accomplishment Statements**

<table>
<thead>
<tr>
<th>Action Verb</th>
<th>Steps 1 &amp; 2</th>
<th>Step 3</th>
<th>Step 4 or Transferable Skill</th>
</tr>
</thead>
<tbody>
<tr>
<td>Wrote</td>
<td>A quarterly Q&amp;A news bulletin for a local volunteer program</td>
<td>Which reduced the number of routine queries by 15%</td>
<td>Took on leadership role when the manager was seeking a volunteer to spearhead an initiative</td>
</tr>
<tr>
<td>Informed</td>
<td>Customers about the benefits of a new line of health food supplements</td>
<td>That resulted in a 7% increase in sales for this product</td>
<td>And helped me to win “Employee of the Month”</td>
</tr>
<tr>
<td>Greeted</td>
<td>Customers in a friendly manner and showed them to their table</td>
<td>Which helped to create a friendly and welcoming dining atmosphere</td>
<td>Customer Service</td>
</tr>
<tr>
<td>Planned</td>
<td>Student meetings and events for the largest club on campus</td>
<td>To assure meetings and events were scheduled and on time</td>
<td>Delegated tasks to club members so that everyone was involved and responsibility was shared equally</td>
</tr>
<tr>
<td>Visited</td>
<td>Seniors at a local retirement community to assist them in planning and completing their daily activities</td>
<td>Making their day more enjoyable and providing me with valuable volunteer experience</td>
<td>People Skills</td>
</tr>
<tr>
<td>-------------------------------------</td>
<td>--------------------------------------------------------------------------------------------------</td>
<td>---------------------------------------------------------------------------------</td>
<td>---------------</td>
</tr>
<tr>
<td>Planned and executed</td>
<td>Our fraternity fundraising events</td>
<td>Which raised more than $5,000 and involved almost 100 volunteers in the events</td>
<td>Utilized effective planning and project management skills</td>
</tr>
<tr>
<td>Tutored</td>
<td>Students and provided instruction on Math and Physics</td>
<td>Helped them to succeed in their studies and increased their grades by almost 10%</td>
<td>Coaching &amp; Training Skills</td>
</tr>
<tr>
<td>Delegated</td>
<td>Responsibilities for the creation and writing of a PowerPoint presentation</td>
<td>Amongst four group members so that we could complete the project on time</td>
<td>Project Management Skills</td>
</tr>
<tr>
<td>Operated</td>
<td>Forklift, bobcat, chain saw and other heavy equipment</td>
<td>And learned to strictly follow company’s safety procedures</td>
<td>Technical Skills</td>
</tr>
</tbody>
</table>

**NOTE:** Accomplishment statements do not have to follow this exact order. As long as content from Steps 1 to 4 is included, and the accomplish statement is grammatically correct, you can switch the order.

**Complete Accomplishment Statement Examples**
- Working with a group of three co-op students, reviewed original schematic drawings, compared them to existing orientation in the field, and then updated drawings using AutoCAD
- Working as Team Leader for a group of five civil engineering students, designed a truss (under certain restrictions) capable of withstanding a load of 1,000 lbs

**Method 2: Accomplishment Statement Formula**
There are other ways to build accomplishment statements for your résumé. The online workshop uses Example 1 above.

**Verb**
- Start each statement with an action verb to describe your responsibility.
- Be sure to use a variety of verbs: Refer to page 21 for a complete list of action verbs.

**Task**
- What duty did you complete or what was your responsibility?

**Result**
- What was the outcome of completing that task?
- There are two kinds of results you can have:
  - A skill that you gained through completing the task.
  - A concrete end product, something you produced.

**Quantifiers**
- Where possible, you need to quantify your experience using numbers to highlight your accomplishments
- There is a big difference between presenting to a group of 5 students vs. presenting to a class of 50 students.
- Using quantifiers demonstrates to the employer your level of experience and impact.

**Examples:**
- Water conservation outreach - “Collaborated (V) with faculty and staff to coordinate and participate in various public outreach initiatives (T) to promote water conservation (R)”
- Led tours - “Conducted (V) friendly and informative tours (T) increasing the comfort level of new students (R)”
• Interacted with children - “Developed (V) excellent supervisory skills (R) while engaging in daily activities with 30 children (T) to ensure a positive learning experience (R)”

**Checklist for a Powerful Résumé**

Before submitting your résumé to a Co-op Coordinator for review, please ensure that it represents your best effort. On a point-by-point basis, you should ask yourself these questions:

— Is this information important to a potential employer? Why?
— Will this information help me get an interview?
— Have I provided as much relevant information as I can?
— Have I avoided using clichés, acronyms and slang?
— Have I quantified and qualified details whenever possible?
— Have I avoided writing a list of job tasks? Have I included accomplishments and results?
— Have I focused on how I saved the company money or accomplished tasks faster or completed my responsibilities better than expected (cheaper, faster, better)?
— Have I started my phrases with a variety of action verbs?

From a more general perspective, consider the following questions:

— Is my résumé clear, concise, correct and complete?
— Am I consistent in my spelling? (e.g., If you use international English spellings, such as ‘favour’, do not revert to American English spellings, such as ‘favor’, later in your résumé)
— Are my spelling and grammar perfect? Have I used the spelling and grammar check tools on the computer? Has someone else proof-read my résumé?
— Is the information presented in reverse chronological order?
— Are all my experiences, except my current roles, written in the past tense?
— Have I avoided the use of “I” or “me”?
— Have I refrained from writing in sentences?
— Have I refrained from using periods at the end of phrases?
Effective Cover Letters

General Cover Letter Information
A cover letter is a crucial component of a job application since it is the first impression a potential employer receives from you. A cover letter is persuasive in nature; your aim is to convince employers that you have the skills and experience they are looking for, and to show how you can contribute to their organization. By relating important details from your résumé to the specific position you are applying for, a cover letter shows your prospective employer how to read and interpret your résumé.

The general format and components of a cover letter are:
- Your return address (do not include your name)
- The date
- The name of the company
- A salutation (e.g., “Dear Sir/Madam:”, or “To Whom It May Concern:”)
- A subject line to indicate which competition or position you are applying for (include the competition or job number if the employer has provided one, or use the PD Portal job code provided)
- The body of your letter, normally three to five paragraphs in length
- A closing statement
- An enclosure line to indicate that you have attached your résumé and transcript

Planning and Preparation
Before you write the cover letter, you will need to brainstorm and plan what is essential to include. Your résumé contains a detailed summary of your education, job and volunteer experience, skills, and interests. However, not all details will be relevant to every job for which you apply. **NOTE:** One trick to writing effective cover letters is to understand what the employer is looking for before you begin writing. By carefully analyzing the employer’s job posting, you will be able to determine which skills and experiences to focus on in your cover letter.

**Reminder:** When reviewing job descriptions in PD Portal, and during your independent job search, if you have 51% of the technical skills, you should apply.

**Step One: Examine the Job Posting**
Company Name: This may or may not clearly indicate the nature of the company’s operations. Research each company you apply to in order to relate your skills appropriately and answer the following questions:
- In which business sector does the company operate?
- In what type of activities is it engaged?
- Has there been any recent company news?
- Where is the company and its office(s) located?

**Take the time to review the job description to gain an understanding of the position you are applying for**

Job Title: If a specific job title is listed, it will give you an indication of what the job involves. Be aware, however, that many job titles in PD Portal, are “Co-op Student”.

Job Description: In order to prepare examples of your relevant experience, prioritize duties and skills in order of importance to effectively perform the job. Make sure you understand what the work will require.

Skills Required/Qualifications: Most job postings will list specific skills, education and experience needed to perform the job. Consider the following:
- What combination of skills, education and experience do you have that would meet the employer’s needs?
- What qualifications are “hidden” within the job description? For example, if a posting says “You will be working with a group of exceptional engineers to prepare technical presentations”, you can infer the employer is looking for someone with writing skills who is able to work in a team setting.
- Can you provide specific examples that relate to the skill set required?

**Step Two: Dissect the Job Description**
Refer to the assignments in Workshop 1 online modules. Take a few minutes to brainstorm and list (in point form) your qualities, skills, and experiences relating to the job description and qualifications.
Example: Dissect the Job Description

<table>
<thead>
<tr>
<th>Job Requirements</th>
<th>Related Experience and Skills</th>
</tr>
</thead>
<tbody>
<tr>
<td>What skills, knowledge or personal attributes are required for this position?</td>
<td>What skills and knowledge have I developed through work, education or extra-curricular experiences that will allow me to meet the requirements of this position?</td>
</tr>
</tbody>
</table>
| Programming skills | • Learned .net on my own  
• Experimented with HTML and CSS to build and develop a personal web page  
• Reformatted page to XHTML to integrate JavaScript slide-out menu |
| Excellent oral and written communication skills | • Completed a technical communication course during second-year university studies  
• Provided UBC orientations for first-year students  
• Greeted and assisted patrons at the Chan Centre |
| Assists Mechanical Engineers to develop production or experimental designs | • Completed AutoCAD 1 & 2 at BCIT  
• Acquired modeling experience with Pro Engineer  
• Reported to a team of three Mechanical Engineers at ABC Company |

Step Three: Develop Content

Developing the Body of Your Letter

Applying for jobs takes a lot of time and effort; you may be tempted to use one standard cover letter for all employers and jobs to save time. However, you are required to prepare a unique and directly-related cover letter for each job application. Tailor each cover letter so it addresses the specific requirements of the job.

Employers know when you have taken the time to tailor your cover letter to the position

Introduction

Your introduction must capture the reader's interest and motivate him/her to continue reading. You can accomplish this by using one or more of the following strategies:

• If you have a personal contact at the company, you should highlight this.
• Show that you have specific knowledge about, and interest in, the organization. You can impress an employer by demonstrating that you have taken the time to research the company.
• Include a personal statement of your interest in the job posting to show you have considered how a position with this organization fits into your long term plans.

Your cover letter should capture the reader’s attention by the end of the first paragraph

Body Paragraphs

The body of your letter reflects how your skills, experience and personal attributes connect to the job requirements. It should provide specific examples to support that you are a qualified and interested candidate for the position. Refer back to the job dissection exercise from the online assignment in Workshop 1 Module 4 where you analyze a job description, and select information that will prove you can do the job well.

Order your content in a way that will be clear and logical for the reader. You may want to include some of the following information:

• Discuss the degree(s) you are pursuing and/or already hold in relevant fields of study; show how your educational background qualifies you for the position.
• Highlight relevant job, volunteer, lab/project, and extra-curricular experiences by providing one or two carefully chosen examples to show how these experiences qualify you for the position.
• Discuss specific skills that would help you perform the duties of the position; again, provide succinct and specific details to prove you have the skills the employer wants.
• Mention special interests or extracurricular activities you participate in that are relevant to the job posting.

Address the requirements of the job posting in the body of your cover letter. Provide specific and relevant examples of your qualifications.

Closing

The closing should include information about how the employer can contact you through the Applied Science Co-op office. You can add an appreciative statement to the employer for taking
the time to read your application, or a message of goodwill or positive regard for the company.

**IMPORTANT: Please do not include your own email or phone number anywhere on your cover letter or résumé. If you do, your application will not be sent to the employer.**

**Format and Fonts**

While the content of cover letters will vary between individuals, the format should not. Your letter should include the information outlined above and should be neat and free of errors.

A cover letter should be single-spaced and fit on one page. Type your cover letter using a 10- or 12-point font that is easy to read; Arial and Times New Roman are the most common, but do not be afraid to select others.

You may not use the UBC crest or the UBC Applied Science Co-op logo on documents sent out during your independent job search. Please do not add the UBC crest or Co-op logo to your cover letters for either your Co-op job search through PD Portal, or your independent job search.

**Tone and Style**

Just as the employer’s tone in the job posting influenced your impression of the company and position, the tone you use in your cover letter will influence the employer’s impression of you. A professional tone results from careful word choice, appropriate sentence length and structure, and adequate use of stylistic devices.

You should present yourself as a business-like and competent person. To do this, pay particular attention to the clarity, meaning, precision and creativity of your word choice. Ensure grammatical accuracy. Vary the length and structure of your sentences and paragraphs.

**Example: Writer-centered Statement**

I am seeking a position with a leading engineering firm which will aid me in developing the skills necessary for the fuel cell industry and give me experience working with a leading company.

**Example: Reader-centered Statement**

Your company is one of the leaders in the fuel cell industry because it emphasizes research and development as well as promotes innovative ideas. As a UBC mechanical engineering student, I could contribute fresh thinking and ideas to your company, previous work experience in research and development, and significant hands-on skills.

Here are a few reminders about tone and style:

- Focus on what you can do for employers rather than what they can do for you.
- Use action verbs to summarize your experience, skills, and qualifications.
- For clarity, eliminate unnecessary words.
- Aim for paragraphs approximately five to seven sentences long.
- Keep your tone professional, but also engaging and friendly.
- Be positive and enthusiastic, but avoid sounding overeager or apologetic.

**Proofreading and Editing:**

Carefully proof-read your cover letter and, as much as possible, have someone else read your letters and offer feedback. Some employers will reject applications outright for errors found in cover letters, especially when claims about strong communication skills are followed by spelling mistakes or grammatical errors.

For more information and examples of well-written cover letters and résumés, search the internet for a wealth of resources and information.

“A good résumé communicates value, plain and simple. If content is not related to the targeted role it should not appear in your résumé. Use the limited space of a résumé to communicate your unique value by identifying the employer’s problem(s) and positioning yourself as their problem-solver. Also keep front of mind that résumés are marketing tools that need to highlight results through accomplishment-driven statements - not career obituaries that list every basic task and responsibility you have ever completed. To stand out and catch an employer’s eye you must speak directly to their needs, tailor content accordingly, and provide proof of the skills and abilities you claim to have.”

Adrienne Tom, CRS, CPRW, CEIP
Certified Résumé Strategist | Interview Coach
Career Impressions
Winner of the TORI Award (Toast of the Résumé Industry) for Best New Graduate Résumé from Career Directors International, 2012
Sample Cover Letter – Paragraph Style

Your address
Your city, province and postal code

Date

Company
c/o UBC Applied Science Co-op Office

Re: Position Title and/or Employer Job # XXX

Dear Sir/Madam:

Paragraph 1: In a general statement, link your skills, knowledge and attributes to the job description and qualifications. Capture the employer's interest!

Paragraph 2: Using specific examples, link your skills, technical experience and knowledge to the job description and qualifications. Make connections between relevant skills and experience on your résumé and the qualifications outlined in the job posting.

Paragraph 3: Provide additional skills or experiences that may be related to the position. This paragraph can also focus on how your transferable skills or personal attributes make you a suitable candidate for this position.

Paragraph 4: Closing statement of appreciation to the employer for taking the time to read your application or goodwill statement of positive regard for the company. If applying through PD Portal, add the following text: To arrange an interview, please contact the Co-op Office at 604.822.6995 or coop.interviews@ubc.ca.

Sincerely,

Your name

Encl. Résumé, transcript (and other required forms, if applicable)
Log in to PD Portal

On the Login screen, please choose “Students” and login using your Campus Wide Login (CWL) Username and Password. The link to login to PD Portal is pdportal.apsc.ubc.ca/home.htm.

Dashboard

The Dashboard contains 6 tabs (Dashboard, Co-op, Documents, Postings/Applications, Interviews, and Appointments) as well as 5 links (My Account, My Messages, My Forms, My Tasks, and My Calendar) as shown in the figure below. Many of these tabs can be located under the “Co-op” section in the navigation panel to your left.

‘Dashboard’ – This page provides you with buttons to all tabs along with snapshots of upcoming schedules, events/ workshops, messages, interviews and links.

‘Dashboard’ —> ‘My Account’ – This is where you can view your personal data. If your personal information needs to be updated, please login to your Student Service Centre (SSC) account and update your information. PD Portal pulls all of your information directly from your SSC account. Please note that some sections are filled in directly from SSC and are not editable. For all other editable fields, please update in PD Portal.

Co-op

The ‘Co-op’ tab, provides you with information on your personal Co-op Sequence (formerly called Co-op Work Term Schedule). By choosing any of your work terms, you will be directed to your work term information. Here you will be able to review and update your work term information, personal contact information during your work term, learning objectives and student evaluation.

NOTE: If you are not scheduled to be searching for a work term or if you have not accepted the Terms and Conditions, or if you have not set your intentions for the work term, you will be unable to view active job postings through PD Portal.

Accepting Terms and Conditions

To agree with the Terms and Conditions when you first login to the system at the beginning of each semester, click the ‘My Co-op Record’ button. You will then see the ‘Current Job Search Term’, to the left, information including the Terms and Conditions and your ‘Co-op Sequence’ history including your current and any future terms. You will need to read the Terms and Conditions and at the bottom of the page click on the ‘Accept’ button. This will then bring up the ‘Intentions’ where you will indicate if you are participating in the search term or if you have already secured a position for the work term. Once completed, you will now be ‘Released’ and eligible to view and apply for Co-op positions for your scheduled term; or if currently on a work term, you will be able to continue accessing and updating your work term requirements in PD Portal.

The Terms and Conditions are an important legal document; by agreeing to them in PD Portal, you are acknowledging that you understand them, and will abide by them. We strongly recommend you re-read them in full each term to familiarize yourself with them. If there are any Terms and Conditions you disagree with, please set up a meeting with a Coordinator immediately to seek clarification.

My Documents

In the ‘Documents’ tab or on the navigation bar to the left under ‘Co-op’ select ‘My Documents’, you can upload documents and create application packages. You will upload individual application documents, including a cover letter, résumé and other required material under ‘Documents’. You will then be able to combine individual uploaded documents into one bundle and upload into an application package so it can be accessed by an employer in response to a job posting. You are required to include your transcripts as available directly in PD Portal for all Co-op jobs.

You will be able to download the UBC Applied Science Co-op Résumé template from the Resources tab in PD Portal. It is also available on the UBC Applied Science Co-op Website (engcore.apsc.ubc.ca/myAccount/co-op/resources/student-resources.htm).

Individual Application Documents

Before uploading your individual application documents to PD Portal, please follow these steps:

• Save your résumés and cover letters in Word or PDF.
**Résumé and Cover Letter Naming Tips**

Since you will create many résumés in PD Portal throughout your co-op career, it is helpful to accurately label your files so you and a Co-op Coordinator can easily select the most current and most appropriate résumé for each job application. Your résumé labels are only visible to you and Co-op Staff (not to employers). Here are some helpful tips for standardizing your résumé names.

**DO**

Create a résumé for each industry or type of position you apply for, and label the file in PD Portal with an appropriate description, such as:

- Software
- Telecommunications
- Mining
- Mineral Processing
- Structural
- Alternative Energy

After the description, include the date you created the résumé so you and a Coordinator can know which is the most current version, for example:

- Software 31-Jan-10

Each time you revise a résumé, save it as a new version, then update the date label, for example:

- Software 31-Jan-10
- Software 02-Feb-10

Include the company name and job code in the name of each cover letter you upload.

- Ballard 44925

**DON’T**

- Don’t use labels like “draft”, “résumé”, your name, etc., since these descriptions will not help you choose the most appropriate résumé from PD Portal next time you apply for a job.
- Don’t create a new résumé for every company (or job posting), unless advised by a Coordinator; your time can be used more effectively by creating a small number of résumés geared toward specific job types, while your cover letters will specifically address each individual job posting.

**Job Postings**

To access the job postings, click on ‘Job Postings’ under ‘Co-op’ on the navigation panel to your left.

You may search for jobs by:

- ‘For My Program’ – This will show all available jobs that are relevant to your engineering discipline.
- ‘New Posting Since Last Login’ / ‘Postings added in the Last Day’ / ‘Application Deadline Today’ / ‘Application Deadlines in the next 10 Days’ – This will show available postings in
the specified time frames.

- ‘Search Posting’ – Enter a keyword or Job ID and click ‘Search’

You may also search for jobs by:

- Advanced Search – Click ‘Search Job Postings’ next to the Keyword box. Enter your desired search parameters and click ‘Search Job Postings.’ Saving particular search parameters on this screen allows you to access jobs that fit the criteria you chose. In the Search Results screen, you have the option to ‘Save My Search Results.’ If you select the check box, you will be notified by email when job postings that match your search criteria are added to PD Portal.

- ‘My Saved Searches’ – Your previously saved job searches can be found here. Remove any saved searches you will not be using any longer by clicking the corresponding delete link.

Once you select a job posting through one of the searches noted above, you will be provided with details about the job posting, including the method of application and required documents.

Applying for a Position (Online via system)

- Go to the ‘My Documents’ tab and create your application package.

- In the position you want to apply for, click the ‘Apply for this Position’ link on the top right side of the posting.

- OPTION 1: Apply with an application package already uploaded – Select the corresponding application package you created and then click ‘Apply.”

- OPTION 2: Create a new application package - If you have already uploaded your documents (e.g. résumé, cover letter) for this position and want to quickly create a new package, select the applicable documents. Then click ‘Create Package.’ A new package will be created for you and appear under Option 1. Click ‘Apply.’

- You will receive a message that your online application has been submitted.

- You may also check the ‘Applications’ tab in the navigation panel to confirm that you have submitted your application successfully.

- Always preview your applications to ensure all your documents appear correctly.

Applying for a Position (via employer’s website)

Some job postings in PD Portal will require that you apply directly to an employer’s website. Please ALSO click the large “I intend to apply for this position” button on the job posting in PD Portal so that both you and the Co-op Office can keep a record of all of your applications.

Your cover letter and résumé uploaded to PD Portal must meet Program requirements.

Applied Science Co-op student applications will be removed and not forwarded to employers for the following reasons:

- Alterations to the résumé, for example: header; layout; changes in font colour, size or style; spacing – multiple types of spacing, too much or too little; missing lines, thinner lines, double lines etc.; incorrect bullet shape or size; incorrect year of study or degree name; inappropriate bolding and un-bolding; and usage of different colours (e.g. all black)

- Incorrect company or incorrect job code cited in cover letter

If your application is removed, it will not be resubmitted. It is your responsibility to ensure your cover letter and résumé meet the Program requirements. Should you have any questions about your application, please contact a Co-op Coordinator.

Applications

To access your job applications, click on the ‘Applications’ tab under ‘Co-op’ in the navigation panel or the ‘Posting / Applications’ tab on the Dashboard.

You will be able to view your job applications and the status of each application by scrolling right, including whether you have been selected for an interview, as the information becomes available. You may delete applications before their deadline by clicking ‘Cancel Application.’ You are unable to delete or add PD Portal applications to a job posting once the deadline has passed.

To delete jobs that you have indicated as ‘I intend to apply for this Position,’ click the Organization name, which will bring you to the Posting Detail. Click on the ‘Application Information’ tab and click ‘I don’t intend to apply.’

Interviews

To access your interviews, click on the ‘Interviews’ tab on the Dashboard or under ‘Co-op’ on the navigation bar to the left.

If you have been selected for an interview for a job it will appear under ‘Unbooked Interviews’ and to select an interview time, click either the position title in the ‘Job Title’ column or click ‘Not Yet Booked’ under Interview Date. Remember that you are to attend any interview for which you have been scheduled.
Once an employer confirms his or her interview schedule, you will be able to view your Interview Details, including the date and time selected for your interview, by clicking on the job title in the Booked Interviews table.

### Work Terms

To access your work term records, click on ‘Co-op’ on the navigation bar to your left. From there, select the work term you wish to view or edit from your Co-op Sequence. Under ‘Work Term Information’ details regarding your work term (i.e. job information, salary, your employer contact information, company location etc.) will appear here and you can edit the record, fill in your work term contact information and your supervisor’s contact information, upload or download your offer letter, and complete your waiver (domestic or international). Please ensure you click ‘Save’ after making any changes.

### Offer Letters and Waivers

#### Offer Letters

Your offer letter will be uploaded to your work term record in PD Portal for you to download, sign and return directly to your Co-op employer. If your employer sends the Co-op offer letter to you directly, you must upload a copy to your work term record. To upload your offer letter, click on ‘Co-op’ on the navigation bar. From there, select the appropriate work term from your Co-op Sequence and select ‘Edit Work Term Detail’. Go to the Offer Letter and browse to find the document and then upload.

#### Domestic/International Waiver

Prior to commencing your work term you are required to print, sign and upload a Domestic (if working in Canada) or International (if working outside of Canada) Waiver form. Domestic Waiver ([coop.apsc.ubc.ca/files/2014/12/Domestic_waiver_form-Dec2014.pdf](http://coop.apsc.ubc.ca/files/2014/12/Domestic_waiver_form-Dec2014.pdf))

International Waiver ([coop.apsc.ubc.ca/additional-forms/](http://coop.apsc.ubc.ca/additional-forms/))

### Submitting Learning Objectives

Learning objectives are to be submitted three weeks into each four-month Co-op work term. Please review the current ‘Work Term Checklist’ and deadlines on the Co-op website ([coop.apsc.ubc.ca](http://coop.apsc.ubc.ca)). Under ‘Students,’ select your student category. Select ‘Work Term Requirements’ and click the appropriate link for your work term.

Learning objectives are submitted through PD Portal in your Co-op Record (as per the instructions above for viewing your work term record). Instead of editing your work term record, select ‘Learning Objectives’ under ‘Work Term Details.’ Select ‘Create Record’ and enter the answers to your learning objectives questions. To save these, click ‘Submit Posting.’

### Submitting Evaluations Online

For each four-month Co-op work term, your employer provides feedback on your work experience to the Co-op Program by submitting an online Performance Evaluation. You also have the opportunity to evaluate your employer, your work experience and provide feedback on the Co-op Program itself under ‘Student Evaluation.’ Both evaluations are completed online through PD Portal. Paper copies of the student and employer evaluations may be filled out and faxed to our office if Internet access is unavailable.

You are able to view all the student evaluations you have submitted online through PD Portal directly in your Co-op record for each work term. Evaluations submitted as paper copies cannot be viewed online.

### Performance Evaluations

#### Employer Evaluations

Your performance evaluation accounts for half of your mark for the term; by entering your supervisor’s email address into your Co-op Record in PD Portal, the Co-op Office sends an email near the end of the term to your supervisor with instructions to access PD Portal to evaluate your performance during the work term. If your supervisor changes during the work term, please update PD Portal immediately with the new contact name, phone number and email address. It is very important that your supervisor’s email address is available to us in order for the online form to be completed by the term deadline.

#### Student Evaluations

The Student Evaluation allows you to provide feedback on your experience in the Co-op Program and on your Co-op work term. You complete the online evaluation for each four-month work term by logging into PD Portal and following the same instructions as for entering your Learning Objectives (above). Instead of selecting the Learning Objectives, you will select ‘Student Evaluation.’ Next, select ‘Create Record’ and enter the answers to each of the questions. Be sure to click the ‘Submit’ button when complete.
**Appointments**

To book an appointment, click on ‘Appointments’ under ‘Co-op’ on the navigation bar. You can book an appointment with a Co-op Coordinator by choosing either ‘Book Appointment by Provider’ or ‘Book Appointment by Type.’

**Book Appointment by Provider:**
- Appointment Providers - Choose the individual (Co-op Coordinator or Director) you are to meet with.
- Appointment Types - Select the type of appointment you would like to book.
- Choose and click on the available time slot.
- Fill in additional information as necessary.
- Click ‘Book Appointment.’
- Once you have booked an appointment, the appointment will appear under the ‘Appointments’ tab on the Dashboard.

**Book Appointment by Type:**
- A list of appointment types (e.g. General Advising, Mock Interview, and Résumé/Cover Letter Review) are available on this page.
- Select the type of appointment you would like to book and a calendar will appear showing you the available dates.
- Appointment Providers - Select the individual (Co-op Coordinator or Director) you are to meet with.
- Choose and click on the available time slot.
- Fill in additional information as necessary.
- Click ‘Book Appointment.’
- Once you have booked an appointment, the appointment will appear under the ‘Appointments’ tab on the Dashboard.

**To View a Scheduled Appointment:**
Click on the ‘Appointments’ tab on your Dashboard to see all previous and future appointments you have scheduled.

**Cancelling Appointments**
- You may cancel or change your appointment up until the day before the appointment, directly in PD Portal.
- To cancel on the day of the appointment, you must email or phone the Co-op Office or Coordinator, as the appointment will need to be manually removed.

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**Events**

To sign up for and view events, click on the ‘Events’ tab under Co-op on the navigation panel.

**To view a list of events,** select Event Categories under ‘Event Filters.’ Click on each event title for more details to learn whether you need to register. If registration is required, click the ‘Register for this session’ button. Once you have signed up for an event, the event will appear under the ‘Event Registration’ tab on the Dashboard.

**Help**

If you experience difficulties with PD Portal, please contact the UBC Applied Science Co-op office for assistance at apsc.coop@ubc.ca and your query will be answered in the order it is received.
Co-op Success Lies in Your Efforts

One characteristic of highly successful Co-op students is that they own the responsibility for their success. They do not wait for things to happen; instead, they make things happen. We cannot guarantee a Co-op placement, we provide as many opportunities as possible. Securing a workterm position is ultimately the student’s responsibility.

The Co-op Coordinators have helped you prepare a great résumé and cover letter. What is your next step? You need to get out there and find a job! Obviously, jobs posted on PD Portal through the Applied Science Co-op office are a great source of potential employment opportunities, but there are also many other avenues to explore. This section will explore the following aspects to enhance and expand your job search beyond jobs posted in PD Portal:

- Personal and Professional Network
- Strategic Cold Calls
- Internet Job Boards
- UBC Career Services

Plan to spend at least 2 to 4 hours weekly on your job search.

Before you start the process of your independent enhanced job search, you need to understand the steps involved in finding your own job. These include:

1. Developing a list of network contacts
2. Researching and targeting employers
3. Getting approval from a Co-op Coordinator prior to contacting target employers
4. Creating your ‘30-Second Personal Summary’
5. Making the contact (by phone or email)
6. Tracking contacts and managing the follow-up process

Steps for a Successful Independent Job Search

1. Developing a List of Network Contacts

Networking is a focused method of developing contacts. These are people who can provide career information that could lead to a job. Networking is the single most effective way of finding your own job.

It has been estimated that almost 80% of available jobs are not advertised. The hidden job market includes all positions that have not yet been communicated through visible channels such as newspapers or the Internet. These positions are filled by – and sometimes created for – candidates who come to the employer’s attention through employee recommendations, referrals from trusted associates, recruiters, or direct contact by the candidates.

Your family, friends, neighbours, former employers and co-workers, faculty and acquaintances all form the foundation of your network. Who is part of your network?

2. Creating Your 30-Second Personal Summary

If you want people to help you find employment, you have to be able to clearly communicate via phone or email exactly what you are looking for.

Your 30-second personal summary is a concise description of why you are contacting the person, what type of job you are seeking, what skills you have to offer (including technical and transferable skills) and how you hope the person can help. Use your résumé, personal attributes and accomplishment statement assignments to develop content for your summary.

How to use your 30-Second Personal Summary

The following are samples of the types of networking communication (telephone, email) you can expect to use during your independent job search. You can see how the 30-second summary (shown here in italics) is the key content message of these conversations.

Personal Reference Call

Hi Mrs. Chan,

My dad, Frank Bloom, suggested I call you. I’m currently looking for an engineering-related position for my UBC Applied Science Co-op work term and my dad thought you might be able to help me. Do you have a few minutes to talk?

[wait for response]

I’d like to find a Hardware position but would be happy to consider software positions as well. I have strong computer skills, including C++ and Java programming, as well as AutoCAD, and I am comfortable working in Windows and Unix environments. I have also worked with circuit designs and signal generators, and I will be available in May for a four- or eight-month placement. My personal strengths include initiative, teamwork and communication skills.
Do you think your company would be looking for a student with my skill set?

Yes? Could you tell me who I should contact to pursue this opportunity, and may I use your name as a reference?

No? Do you know of any other companies or contacts that might be able to hire a UBC Applied Science Co-op student?

Family or Friend Email
Hi Auntie Sue,

As you probably know, I am currently a Co-op student at UBC and I am starting to investigate different options in order to find a technical position for my upcoming Co-op work term.

Do you have any friends or business contacts who would be looking to hire a student like me this summer? I would appreciate if you could forward this email to them, or if you prefer, I could contact them directly. I’ve attached my résumé in case any of your contacts are interested in reviewing my qualifications in more detail.

In addition to my knowledge of organic chemistry and biochemistry, I have very strong lab skills that I developed through course work, and I would be interested in working in a research and development capacity or testing position. Any help or suggestions you could offer would be of tremendous help to me.

Cold Call to Hometown Employer
Hi. I’m a UBC Applied Science Co-op student from the Kamloops area and I am trying to find out about employment opportunities with your company. Could you recommend the best person to speak to about possible Applied Science Co-op positions that you may be hiring for this summer?

[Receptionist forwards you to Mr. Tellier.]

Hi Mr. Tellier. My name is George and I’m a UBC Mechanical Engineering student from the Kamloops area. Would you have a few minutes to talk to me about possible Co-op employment opportunities with your company?

[Wait for response.]

From the research I’ve done on your company, I think you might be able to use someone with my skills.

I enjoy working in a manufacturing environment with PLCs, but I would also be happy to consider other opportunities. I have experience with machining tools, including lathes, drill presses and table saws, and through my courses at school I have been involved with microcontroller programming and electronic circuitry construction and repair. I also know AutoCAD, HTML and some Java.

Based on my skills, do you think there might be an opportunity with your company? I am available for four or eight months beginning in May.

3. Researching and Targeting Employers
Start your employer research and independent search by the following:

• Look around your hometown. There are plenty of employers who could use the skills of engineering students. Quite often, companies in smaller communities like to hire local students. If you are going home for a term break, this is the perfect time to research and contact potential employers.

• Monitor trade and business magazines. Attend events organized by professional organization such as APEGBC (Association of Professional Engineers and Geoscientists of British Columbia). By monitoring industry magazines and attending events you will learn about companies, industry overviews and market conditions.

• Visit Career Services (refer to Chapter 4 for contact details), as they offer directories listing employers by industry. Career Services also organize employer information Sessions and Career Fairs and maintain employer information files.

4. Getting Approval from A Co-op Coordinator
The UBC Applied Science Co-op Program works with thousands of employers within a well-established recruitment process. Before you contact companies, particularly if you are cold-calling, you should have a Co-op Coordinator review your list of target employers. Coordinators can provide advice as to how to approach an employer or provide an update of the employer’s status regarding hiring.

Speak to a Coordinator before you make a cold call to a target employer

5. Making the Contact
Read the classifieds: Monitor local and national newspaper classified ads, but do not spend too much time on this technique alone; remember that advertised jobs account for just 20% of available opportunities.

Use the Internet: Many career websites offer databases with advanced search engines covering a wide variety of industries and employment situation. Maximize your time! Many of these job boards allow you to set up automatic job alerts when jobs with your specified criteria appear. Set these up and then you do not need to keep checking back - you can use your time elsewhere.

• Monster: monster.ca

• Workopolis for Student Jobs: workopolis.com/jobsearch/all-student-jobs

• APEGBC: apeg.bc.ca/Careers/Career-Listings

Other websites can be useful to target specific locations for job opportunities:

• The Ontario Society of Professional Engineers: ospe.on.ca

Many sites focus on hiring solely for particular industries:

• Biotech HR Pulse: biotalent.ca

• BC T-Net (High Tech and IT Careers): bctechnology.com

Attend career fairs: These events are excellent opportunities to meet employers. You can gain valuable information about a specific employer industry and obtain contact names. Talking to an employer at a Career Fair is like a real interview. Do your homework and be prepared:

• Take an updated résumé, your Co-op student business cards, a note pad and pen.

• Dress appropriately; you are being interviewed.

• Visit and try to talk to someone at every booth.

• Collect business cards, and follow up with a call or email. Create business cards: Consider producing your own personal “business card”. Your business cards should include your name, discipline, email address and telephone number. Be sure that the phone number that you provide is one where messages can be left for follow-up.

You can distribute these cards to contacts you meet through your networking efforts, including one-on-one meetings, job
interviews, career fairs, and other networking events. Always keep several business cards with you as you never know when you will have the opportunity to meet a potential employer!

**NOTE:** The UBC crest is copyright protected, therefore, you cannot use it in your documents.

**Telephone Techniques**

An important tool in developing your network and tapping into the hidden job market is the telephone. You will almost certainly talk to a potential employer on the phone at some time during the hiring process. In a comprehensive job search you will be using the telephone to conduct research, make cold calls, establish network contacts, schedule meetings, and conduct interviews.

**Be Prepared**

Preparation is critical for effective telephone communication:

- Have an objective for the call, such as gathering information or arranging an appointment.
- Know the name of the person you are seeking. If you don’t know the person’s name, start by obtaining this information.
- Use your 30-second personal summary.
- Be prepared to leave a message. Before you call, think about what you will say if you reach the person’s voicemail. If someone referred you to this person, use this information as part of your message.
- Remember to follow up.

**Practice**

Like any other skill, mastering telephone skills requires practice. Practice your presentation with a friend and read your 30-second summary out loud. Start with calls to people to whom you have been referred.

**Be Professional**

It is strongly recommended that you have voice mail on your own phone if you are leaving messages for employers and expect them to return your call. Be sure that your message is polite and professional. Be sure to return all messages promptly.

**Telephone Tips**

- Ask the person you are speaking with if this is a convenient time to take your call.
- Smile as you speak into the phone and the your tone of voice will brighten.
- Be optimistic. Assume most people will be willing to speak with you if you demonstrate a genuine interest in their organization.
- You are more likely to connect with someone if you call first thing in the morning, immediately before or after lunch, or late in the afternoon. Monday is a good day to place a call.
- Speak with clarity and be straightforward about the purpose of your call.
- Keep well-organized records of your telephone calls, contacts, and upcoming meetings and interviews.
- If no interview is possible, suggest dropping off your résumé and introducing yourself in person at the same time.

**6. Tracking Contacts and Managing the Follow-up Process**

Organization and a good tracking system are critical to an effective job search. Review the following example of a simple Excel spreadsheet used to keep track of contacts. Use whatever system works best for you.

**7. Contact Co-op with Interview and Job Offer Details**

Once you have secured an interview, update the Co-op Office. When you receive and accept an offer you must advise the office and forward a copy of the formal offer letter, when available, and before the work term begins.

### Summer Work Term - Job Search Contacts

<table>
<thead>
<tr>
<th>Contact Name</th>
<th>Company</th>
<th>Position</th>
<th>Date</th>
<th>Type of Contact</th>
<th>Referred by</th>
<th>Notes</th>
<th>Follow up</th>
<th>Thank you?</th>
</tr>
</thead>
<tbody>
<tr>
<td>Sam Sichu</td>
<td>IAMC</td>
<td>Engineer</td>
<td>14-Jan</td>
<td>Career Fair</td>
<td></td>
<td>Sam’s division requires students to have completed at least one work term before they will be considered for a student position. Recommend I consider applying through Co-op for Fall or next summer.</td>
<td>21-Jan</td>
<td>Sent thank you to Mr Lin</td>
</tr>
<tr>
<td>Hillary Scott</td>
<td>Boeing</td>
<td>HR</td>
<td>18-Jan</td>
<td>Call</td>
<td>Mr. Lin</td>
<td>Left voicemail</td>
<td>21-Jan</td>
<td></td>
</tr>
<tr>
<td>Hillary Scott</td>
<td>Boeing</td>
<td>HR</td>
<td>21-Jan</td>
<td>Email</td>
<td>Mr. Lin</td>
<td>Sent brief email with ‘personal commercial’</td>
<td>25-Jan</td>
<td></td>
</tr>
<tr>
<td>Volker Klein</td>
<td>Siemens – Germany</td>
<td>Engineering Mgr.</td>
<td>23-Jan</td>
<td>Email</td>
<td>John Beck</td>
<td>Sent email with ‘personal commercial’ and reference from John Beck</td>
<td>27-Jan</td>
<td></td>
</tr>
<tr>
<td>Chris Kelly</td>
<td>Stantec</td>
<td>HR</td>
<td>25-Jan</td>
<td>In-person</td>
<td></td>
<td>Weekend home - dropped by office and submitted resume; told the resume would be reviewed and I’d receive an update by March 1</td>
<td>3-Mar</td>
<td>Sent thank you to Chris Kelly</td>
</tr>
<tr>
<td>Volker Klein</td>
<td>Siemens – Germany</td>
<td>Engineering Mgr.</td>
<td>25-Jan</td>
<td>Email</td>
<td>John Beck</td>
<td>Volker replied to my email thanking me for interest but unable to consider any students for the summer term. Welcomed me to contact him in April for possible fall opportunity</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>
Interviewing Skills

Interview Basics
For many people, interviews may cause some anxiety. When you are selected for interviews, try to remember that the recruiters are already impressed with your skills and experience. If they did not think you could do the job, they would not take the time to meet with you. To succeed in an interview, you must be able to demonstrate your abilities face-to-face.

Purpose of the Job Interview
Interviews allow for an exchange of information between you - the prospective candidate - and the employer. This meeting provides the employer with an opportunity to obtain more detailed and/or additional information not provided in your cover letter or résumé. The employer is able to compare candidates and select the individual best suited to the job. It is also an opportunity for you to learn more about the job and the employer.

Components of a Job Interview

Structure
The form and content of job interviews can vary depending on the experience and background of the interviewer. Some interviews may be formal and structured, with all candidates being asked the same questions in the same order, while others may be informal and unstructured. Each interviewer brings a distinct approach and personal style to job interviews.

Length
The typical Co-op job interview ranges from 30 to 60 minutes in length. Do not be alarmed if you finish earlier than the appointed time. Alternately, some interviews may last as long as 1½ to 2 hours if you meet with more than one interviewer.

The Interviewer
Personnel Officers - These professionals are from the human resources field and usually have significant training and experience in conducting interviews.

Technical Managers/Engineers - These interviewers have a technical background and are most often interested in your technical skills as well as how quickly you can become productive on the job.

Format
Just as interviewers vary, so do interview formats. You may be interviewed by one or more company representatives, receive a telephone interview, or be asked to complete a technical assignment.

One-to-One Interviews
This is the format most commonly used by Co-op employers. You may be asked to have two interviews in succession with different representatives from the same company.

Panel/Group Interviews
During these interviews, two or more interviewers will be present. When answering questions, try to maintain eye contact primarily with the person whose question you are answering. Be sure to include the other(s) with occasional glances; you do not know who will make the final hiring decision.

Telephone Interview
Your verbal communication skills are especially important during telephone interviews as the employer cannot acquire information from your appearance, facial expressions or gestures. Your tone of voice and word choice must communicate interest and enthusiasm to the employer.

TIP: Smile while you talk, as your interest will be heard.

Video Interviews
The video interview, e.g. Skype, is very similar to a face-to-face, on-site interview; however, there are a few extra details you need to prepare before commencing your interview. Before any video interview, ensure your computer equipment (camera, microphone) is functioning well and levels are set correctly. Test the camera and your positioning to ensure you will appear in the centre of the screen and the background is appropriate and not distracting. For the interview, you must:

• Dress as though you were meeting the employer at the office
• Be at eye level with the camera - not looking up or staring down at the camera
• Ensure there are no friends, family members, or pets in the room
• Have a quiet, well lit environment, free of loud noise or music
• Turn off your cell phone and all alerts on any devices

As with an on-site interview, try to maintain eye contact with the interviewer, speak clearly, and feel free to smile. To make eye contact you may need to look at the camera, not the screen.

**Expect to be asked a variety of questions in most interviews. Be sure to prepare answers for both technical and non-technical questions**

**Employer Tests**
Some employers will ask you to complete a technical test - either prior to the interview date or as part of the interview process. Tests are usually used as an indication of your level of technical aptitude and to identify potential training required.

**Interview Questions**
An interviewer may assess your abilities in a wide variety of ways, the most common is through direct questions. You will be asked different types of questions relating to your technical skills, academic achievements, and personal qualities. There are four common types or categories of questions: Traditional, Situational, Technical and Behaviour-Based.

- **Traditional:** These questions are often general and are asked to discover information about your history or communication skills. For example, “Tell me a little about yourself”.
- **Situational:** These questions focus on hypothetical situations. They answer “What If” questions. Situational questions are meant to draw out your analytical and problem-solving abilities and allow the interviewer to assess how you would handle a particular situation if presented in the workplace. For example, an interviewer may ask “What would you do if the priorities on a project you were assigned suddenly changed?”

**Use technical, work and academic experience, as well as personal examples that highlight your abilities**

- **Technical:** Employers ask technical questions to assess your technical skill set, analytical and problem solving skills. These questions are used to assist in determining if you have the right skills and knowledge required for the position. The types of questions are specific to each discipline.

  - **Behaviour-Based:** Behaviour-based questions are used to assess your past actions to predict your future behaviour. You will be asked to provide specific examples from your past experience(s) that demonstrate particular criteria an interviewer is seeking. An example is “Tell me about a time when you had to deal with a difficult customer.” More information about Behaviour-based Interviews is provided in detail on page 51.

**Be prepared to provide specific examples of your experience**

The following are examples of questions used to learn about particular areas of your skills, interests and your potential fit with the company and/or position:

- **Skills/Abilities** - Employers may need specific technical or quantitative skills. If so, they may ask you a variety of skill-based questions, such as:
  - How have you developed and applied your programming or problem solving abilities?
  - When have you demonstrated initiative to learn a new skill?

  Employers will also screen for transferable skills such as your ability to communicate effectively, work as part of a team, or organize a project and meet deadlines:
  - Can you tell me about a time when you demonstrated effective communication skills?
  - How do you plan your day?

- **Education/Training** - Employers may want to know more specific information about your academic program:
  - What courses have you enjoyed the most/least, and why?
  - How have you applied what you have learned in your classes?

- **Experience** - You will often be asked for more details about your work or other experience such as volunteer activities, extra-curricular involvement, hobbies and community work:
  - What were your main duties in your previous job? What did you learn?
  - What has been the most challenging aspect of your volunteer activities?

- **Extra-curricular Activities** - Many employers are interested in your extra-curricular activities as they can provide excellent demonstrations of transferable skills and give insight into your non-academic interests. Always be prepared to answer questions about the interests and activities you have listed on your résumé.

  - **Company Fit** - Employers may wish to assess your ability to fit into their corporate environment. They may need employees who can work long hours, manage a variety of responsibilities, or work effectively in an unstructured setting:
    - How would you describe your relationship with your past supervisors? With co-workers?
    - Tell me about some activities you were involved in that required teamwork.
    - Under what conditions do you work most and least effectively?

  - **Personal Qualities** - Employers will not only evaluate the content of your answers, but also the way you present yourself during the interview. Personal qualities such as self confidence, enthusiasm, determination and motivation are highly valued by employers. Interviewers may ask about extra-curricular interests in order to help them gauge your personality and priorities:
    - What are your future career goals?
    - How would you describe yourself?

  - **Interest** - During an interview, it is essential that you express your interest in the position and company. You cannot expect an employer to hire you if you do not appear interested in what the company does or has to offer. Employers may inquire about your goals and future plans, or pose specific questions pertaining to the job, company or industry:
    - Where do you see yourself in five years? How does this job contribute to your goals?
• Why did you apply for this job?
You can also show interest in the position by asking the employer job-related questions. For example:
• What major projects will Company X be working on in the next 12 months?
• What kind of environment will I be working in?

Unconventional Questions - Be prepared for unusual, innovative or non-traditional questions. Most interviewers will use questions to assess your skills but some companies will also use psychological tools to screen candidates when they recruit.

You may be asked questions to assess your ability to handle the unexpected, solve problems, or think under pressure. Such as:
• Why are manhole covers round?
• How many windows are there in Vancouver?
• How are M&Ms made?

It is important when answering these types of questions to keep in mind that you are being assessed on your ability to think your way through the problem posed, and not the answer itself. There are often no “right” answers to these types of questions. Your answer should demonstrate your thought process: what assumptions you are making, and how are you arriving at your conclusion? It is your thought process itself that often interests the interviewers. Therefore, thinking the problem through inside your head and only stating your final answer does not give them what they are looking for.

Illegal Questions
The Human Rights Act prohibits questions pertaining to age, race, ancestry, colour, sex, marital status, physical/mental disability, place of origin, political beliefs, family status, and sexual orientation. If an interviewer asks for this information and you are comfortable answering the questions, you may choose to do so. If you feel uncomfortable answering a question of this nature, politely request clarification as to the relationship between the question and the job requirements.

Examples: Appropriate and Inappropriate Interview Questions

<table>
<thead>
<tr>
<th>Question Regarding</th>
<th>Appropriate Interview Question</th>
<th>Inappropriate Interview Question</th>
</tr>
</thead>
<tbody>
<tr>
<td>National or ethnic origin</td>
<td>Are you legally entitled to work in Canada?</td>
<td>Where were you born?</td>
</tr>
<tr>
<td>Age</td>
<td>Have you reached the minimum or maximum age for work as defined by law?</td>
<td>How old are you?</td>
</tr>
<tr>
<td>Sex</td>
<td>How would you like to be addressed during the interview?</td>
<td>What is your sexual orientation?</td>
</tr>
<tr>
<td>Marital status</td>
<td>As travel is part of the requirements of our position, would you foresee any problems meeting this obligation?</td>
<td>What does your spouse do for a living? Is there travel involved? Who takes care of the children when you are away?</td>
</tr>
<tr>
<td>Disabilities</td>
<td>Do you have any conditions that could affect your ability to do the job?</td>
<td>Do you use drugs or alcohol?</td>
</tr>
</tbody>
</table>

The Behaviour-Based Interview

The basis of the Behavioural-Based Interview (commonly referred to as BBI) technique is that an individual’s past performance most accurately predicts his/her future performance.

In an interview, the aim is to gain evidence that the applicant possesses the particular combination of selection criteria an employer is looking for. Interviewers will accomplish their task by asking candidates to give specific examples of what they have done that demonstrate they possess the particular selection criteria required for the position. The questions are usually quite detailed and the questioning will often be persistent.

• Here are some examples of behaviour-based questions:
  • Tell me about a time when you had to manage multiple projects and conflicting deadlines.
  • Give me an example of when you dealt with a difficult customer.
  • Think about a time when you made a mistake in calculations. What happened? What was the result?

START Technique

Although this is a very simple method, the best way to answer a behaviour-based question is to use the START Technique. The way you respond to behavioural-based interview questions makes the difference between an average answer and a great answer. In other words, employing the START technique could make the difference between successfully securing a job and being the runner-up.

• SITUATION – Provide a very brief description of the situation so the employer has some context for your answer.
• TASK – Summarize what your tasks and responsibilities were as related to this situation.
• ACTION – Explain what action you took to remedy, improve, or change the situation.
• RESULT – In as much quantitative detail as possible, explain the results of your actions.
• TRANSFER – Explain what personal or professional insights or skills you gained that you will transfer to the position you are being interviewed for.

Example: Here’s a question with an average answer and then the corresponding START answer below.

Question 1 - We’re looking for a student who is willing to work hard, can jump in and help the team
areas listed below detail attributes employers are looking for when conducting behavior-based interviews. The seven key performance skill areas are:

Employers consider at least seven key performance skill areas when conducting behavior-based interviews. The seven key areas listed below detail attributes employers are looking for when they ask you behavior-based questions.

**Ability to Influence Others**
- Communicate effectively to convince others of your point of view
- Initiate action through direction, negotiation, or collaboration
- Project a confident attitude without offending others

**Interpersonal Skills and Competence**
- Convey self-assurance and professionalism
- Build strong relationships with work associates, peers, and clients
- Demonstrate consideration of client and work associates’ opinions, needs, and concerns

**Ability to Grow and Adapt**
- Cope with the demands of work
- Respond to new challenges and changing expectations

**Communication Skills**
- Demonstrate clarity and fluency in oral communication
- Listen and convey a genuine interest in the opinions of others
- Able to influence others

**Organizational Ability**
- Set and adjust priorities; create and implement strategic plans
- Follow through on decisions and meet responsibilities

**Problem-Solving and Decision-Making**
- Work independently to solve problems
- Make and follow through on decisions
- Use a team approach to solve problems and maximize productivity

**Examples of Behaviour-Based Interview Questions**

**Your Ability to Influence Others**
- Tell me about a time when you were able to overcome resistance to your ideas. Describe the situation. Who was involved? What was the outcome?
- How do you get your peers to accept your ideas and contributions?
- Describe a situation in which you were able to use persuasion to successfully convince someone to see things your way.

**Interpersonal Skills**
- Tell me about the most frustrating person with whom you have worked. What made this experience difficult? How did you resolve the situation with this person?
- Tell me about a positive experience you had whilst working

### Seven Key Performance Skill Dimensions

Employers consider at least seven key performance skill areas when conducting behavior-based interviews. The seven key areas listed below detail attributes employers are looking for when they ask you behavior-based questions.

**Question 1 - Average Response**

When I was working at Milestone's as a waiter, I often had to take responsibility for extra tables or work longer hours when co-workers did not show up for their shifts. It was really hard work but it helped keep the customers happy and took the pressure off other servers who were new to our restaurant and couldn't handle any more tables.

**Question 1 - START Response**

I'm definitely not afraid of hard work and I like helping out my team when it comes to work and school. When I was working at Milestone's as a waiter (SITUATION), I often had to take responsibility for extra tables or work longer hours when co-workers did not show up for their shifts (TASK). I developed a system so I could take the same parts of the order for different tables at the same time. For example, I got all the drinks orders at once so I'd only have to go up to the bar one time (ACTION). Because of this system, I was able to handle a section that had three more tables than other servers (RESULT). Whether it's working extra hours to make sure we get a game out the door on time, or helping a co-worker debug difficult code, I am prepared to work hard to get the job done (TRANSFER).

**Question 2 - How do you get your peers to accept your ideas and contributions?**

**Question 2 - Average Response**

I try to present my ideas as convincingly as I can by focusing on the facts of my ideas and persuading people that my idea or solution is the best. If there are people who have different ideas about the way things should be done, I don't ever put their ideas down but instead I focus on my ideas being better suited to the problem at hand.

**Question 2 - START Response**

Last year, I was responsible for fund-raising at my local Church (SITUATION). My team and I were responsible for coming up with a new way to raise at least $2,000 within our congregation for a village we wanted to sponsor in Africa (TASK). Many in the group wanted to sell tickets to a raffle but I didn't think this was the best idea because there were so many up-front, fixed costs that we could possibly lose money. I went to talk to the pastor and learned that four years ago the church ran a raffle and lost money. I then updated my team at the next meeting, provided financial reports from the last raffle and presented them with my fundraising idea (ACTION). Because I used facts and had the support of my pastor, everyone decided to go with my idea instead (RESULT). Although I am still developing my work experience and engineering knowledge compared to more senior workers, my team members at XYZ Company will expect me to contribute ideas, and I will have to support my suggestions with facts to help establish credibility with your company (TRANSFER).
in a group. Why did the group work so well?

- Describe a team project that was unsuccessful. What problems were encountered and why did they arise? What did you do to try to solve the problems?

**Ability to Grow and Adapt**

- Tell me about the last time you were criticized by a supervisor/teacher? How did you respond to the criticism? Do you feel the criticism was valid? What did you learn from the situation?
- Describe a high-pressure situation you had to handle at work or school. Who was involved and how did you relieve the pressure?
- Give me an example of a time in which you had to make a relatively quick decision about an important issue.

**Communication Skills**

- Tell me about a time when you had to work hard in order to fully understand what another person was saying to you. What was the situation? What was the outcome?
- Give me an example of a time when you were able to successfully communicate with another person who did not like you (or vice versa).
- Tell me about the most difficult customer service experience you ever had to handle – perhaps an angry or irate customer. What did you do or say to try calming the person down? What was the outcome?

**Level of Commitment and Motivation**

- Describe a time when you faced obstacles in reaching your objectives. What were the obstacles you encountered? What did you do to surmount or remove them?
- What specific goals have you established for your Co-op career? What will it take to attain your goals and what steps have you taken toward attaining them?
- Tell me about a time when you had to go “above and beyond the call of duty” in order to get a job done.

**Organizational Ability**

- What do you do to ensure that you meet project deadlines? How do you monitor and track your progress? How satisfied are you with your system of controls?
- Describe a project that was unsuccessful because of bad planning or organizing. What did you learn from this experience?
- Have you found ways to make school or a job easier, more rewarding, or to make yourself more effective?

**Problem-Solving and Decision-Making**

- Tell me about the most difficult problem or decision you have faced at work. How did you decide what action to take? What was the outcome?
- Solving problems requires more than good plans; it takes action. Give me an example of a time when you were able to take meaningful action to solve a practical problem.
- We can sometimes identify a small problem and fix it before it becomes a major problem. Give an example of how you’ve done this.

**Interview Preparation**

**Develop Examples of Your Accomplishments**

Refer to Workshop 2 Module 3 where you are asked to prepare an Accomplishment Example Bank. The examples can be used to demonstrate your skills and experiences when answering interview questions. It is easier to think of various situations ahead of time, rather than when you are sitting in the interview. Be sure to utilize examples from various environments, so you are not always referring to the same team project experience with each interview question.

**Prepare References**

For many organizations you will need to provide names and contact information for at least two people who can act as references for you. This means they must be willing and able to speak about the work you have done for them, and answer questions about your skills and character. The best references are those from work and volunteer experience, but if these are difficult for you to obtain, please speak with a Coordinator about other possibilities. A Co-op Coordinator cannot act as an employment reference for you, but he/she may help you consider people in your life who would be appropriate contacts. Long-time family friends may be effective as character references, and it is best to choose working professionals – particularly if they are involved in fields related to your job search.

Ask your references well ahead of time if they are willing to be contacted during your job search, and confirm the contact information you are providing is correct. You should prepare a formal reference list to take with you to each job interview in case references are requested. Have your name and contact information at the top of the page, then list each reference including his/her name, when and where you worked for him/her, and the person’s phone number and/or email address. An example is provided below:

### References for Michael Rogers

**UBC Chemical Engineering Student**

- Natasha Ching
  Human Resources Manager, ABC Ltd.
  Tel: 250.555.1234
  Email: hr@abc.net

- Dr. Stephen Colbert
  Professor, UBC Engineering
  Tel: 604.827.6543
  Email: scolbert@ubc.ca

- Former colleague at Speedy Burgers
  Tel: 250.555.1234
  Email: hr@abc.net

**Know Yourself**

Take the time to evaluate your goals, interests, strengths and weaknesses. Refer to the self-assessment you completed during the first workshop. Understand and be able to communicate why this job and the company appeals to you.

**Know the Job and the Company**

Do you understand the responsibilities of the job? What kind of work will you be doing? Research the company either on the Internet or through any printed materials available in the Applied Science Co-op office, Career Services, and through the UBC and public library systems.
Some Ways Students Struggle During Interviews
• Unable to communicate their strengths or weaknesses.
• Do not know about the company.
• Do not have a genuine, well-prepared answer for “Why do you want to work at this company?”

Know the Location
Be clear on the location of your interview, as well as the duration of the meeting and the name of the interviewer. If the interview is off-campus, write down the company’s telephone number and the name of the interviewer.

Plan for Unexpected Situations
If you are late for an interview for any reason, call the employer as soon as you become aware of the possibility that you will not arrive on time. Then call the Applied Science Co-op office (604.822.6995) to inform the Interview Liaison. Make sure your cell phone is fully charged. If you do not have a cell phone, make sure to take quarters for a public pay phone, and consider in advance where one can be found along your route. Always leave extra time to arrive at a job interview in case you lose your way or get stuck in traffic. This is especially necessary if you rely on public transportation.

Anticipate Questions
Try to anticipate some of the questions you may be asked during an interview. Put yourself in the employer’s position. If you were interviewing someone for this job, what questions would you ask to identify the best candidate for the position?

Prepare examples in advance that demonstrate your unique skills and experience

Consider Points to Stress
Outline the skills or qualifications you think the employer should know about you. What skills do you have that the company really needs? Cite specific instances when you have demonstrated personal initiative or achieved distinctive results. In order to determine what points to stress:
• Analyze the job description for which you are being interviewed.
• Break down the job description into skill areas.
• Rank the skills in order of importance.

Prepare Questions to Ask
Be sure to end your interview by asking some intelligent questions of the interviewer. Prepare at least three questions ahead of time, but be careful that you do not ask for information that has already been provided. Avoid asking about salary; you can clarify this with a Co-op Coordinator when you receive a job offer. Not sure what to ask? Talk to a Coordinator or look on the internet for ideas

Avoid wearing perfumes or colognes. Many people have allergies, and fragrance-free zones are becoming more common

Interview Preparation
• Take the interviewer’s name and telephone number, and the Applied Science Co-op office telephone number with you in case you run late. Make sure your cell phone is fully charged. Take quarters for a pay phone if you don’t have a cell phone.
• Bring two copies of your résumé, references and examples of your work; also bring a notepad and a pen.
• Brush your teeth and wash your hands right before the interview, especially if you smoke.
• Do not chew gum or keep candy/mints in your mouth.

Arrival at the Interview
• Arrive 10 to 15 minutes early, but do not arrive any earlier than 15 minutes.
• If your interview is at the Applied Science Co-op office, inform the Front Desk of your arrival and wait until the employer invites you into the meeting room.
• If your interview is at the company’s location, let the receptionist know you have arrived, or follow any other specific instructions you receive.

Focus on Your Interview
Do not waste time or energy worrying about who else is being interviewed for the same position as you. Sometimes you will be competing against many students from other universities across Canada, other times you may be the only candidate. In both situations, the way to succeed in the interview is to adequately demonstrate that you have the skills and experience the employer is looking for.

Practice
Interviewing is a learned skill. Take the time to practice responding to a variety of typical interview questions. Ask the people around you for help (e.g., friends, roommates or family members).

Pointers for Job Interviews
First impressions leave a lasting impact. Be prepared and dress the part. Dress professionally and ensure you are well-groomed for every interview as discussed in this section. See a Co-op Coordinator if you have questions about industry-specific standards.

Female Attire
• A suit jacket or a blazer with a blouse and a coordinating skirt or pants
• Skirts should be worn with nylons, while pants should be worn with nylons or conservative socks
• Dress shoes
• Conservative jewelry, accessories and make-up (if any)

Male Attire
• A suit jacket or a blazer with coordinating dress pants
• A button-up dress shirt with a tie
• Dress shoes, worn with socks to match the colour of your pants
• Conservative jewelry or accessories (if any)
The Interview

- Introduce yourself to the interviewer(s) with a firm handshake. Establish eye contact.
- Try to relax and remember to smile.
- Interviewers will often introduce themselves at the beginning of the interview and they may ask questions about your day, if you had difficulties finding their office, etc. The purpose of these questions is to help you relax and to help them to get to know you a little bit. It is polite to ask how they are doing in return, but you should refrain from asking detailed or personal questions.
- Interviewers may tell you about their company and the position. Listen closely and consider questions you may want to ask later.
- Be aware of the positive and negative body language you may be conveying. Maintain eye contact with the interviewer(s). Sit up straight and project your voice, using a positive tone. It is important to be enthusiastic.
- Maintain a professional and courteous manner at all times.
- Avoid yes or no responses; instead provide specific examples of your skills, qualifications, and experience.
- Answer questions honestly.
- Avoid using casual expressions such as “yeah”, “ya know”, “stuff”, and filler words such as “like” or “umm”.
- Prepare well-formed phrases in case you find yourself stumped (e.g., “I’d like some time to consider that carefully”, “Could you please repeat the question?”, “Pardon me? I didn’t catch that last part”, or “I’ve had some experience with this sort of situation before, and I wonder if we could come back to this question once I’ve had time to think it over”, etc.).
- Listen carefully to the questions. If you’re not sure what they’re asking, request clarification. Take a moment to mentally prepare your answer before you begin speaking.
- Stay focused on the question and avoid long and meandering responses. If you get off-track during your response, stop and tell the interviewer you would like to start your answer over again.
- Do not chatter needlessly in order to fill silences.
- When an employer asks if you have any questions, never respond “No”; instead, ask the two or three questions you prepared in advance. If some of your questions have already been covered in the interview, you may let the interviewer know you had prepared more questions by saying “We’ve already covered some of the things I’d hoped to discuss, like the dynamic of the team, and future research opportunities within the company. I was wondering if you could also tell me about...”. Then you can ask your final question.
- At the end of the interview, thank the interviewer(s), and leave them with a positive impression by confirming that you are interested in the position they are offering.
- Shake hands before leaving. Thank the office staff on your way out, because the impression you leave with others in the work environment may influence the interviewers.

After the Interview

- After your interview, complete an Interview Contact Sheet (below) to keep a record of your interviews and evaluate your performance.
- If you did not perform well in the interview, arrange to meet with a Co-op Coordinator to discuss and evaluate your performance.
- If the interview came through your independent job search, send a follow-up email to thank the interviewer(s) for their time. Unless you obtained the interviewer’s business card, this is not possible for jobs you applied for through the Co-op Program (as a Co-op Coordinator and the Program staff cannot provide you with the interviewer’s contact information).

Here is a sample version of an interview contact sheet to complete after an interview for your reflection and preparation for future interviews. You can also create a version in Word or Excel. You can also ask the interviewer for permission to scan the interviewer’s business card on your smart phone.

Interview Contact Sheet

Company Name: _____________________________  Interviewer’s Name: ___________________________
Address: ____________________________________  Job Title: _____________________________
Phone Number: _____________________________  Interview Date: _____________________________

Thank-you note sent (optional): _____________________________
Notes: What did you do well during the interview? In what area(s) could you improve? What issues, facts or general information arose during the interview that you would like to keep in mind for future interviews?

Attach your interviewer’s business card here (if you have one)
Understanding the Workplace

For many of you, your first Co-op work term will be your first experience in a professional environment. Some professional environments are less formal than others but are nevertheless very different from the academic surroundings you are accustomed to. In this section, we will discuss the guidelines for workplace behaviour, introduce you to the concept of professional ethics and responsibility, and briefly examine workplace legislation.

Timeline for Your First Three Weeks in the Workplace

In order to be successful in the workplace, it is crucial to make excellent first impressions. Furthermore, you will need to have a thorough understanding of the company and your role within it, and your supervisor’s expectations of you during the work term. The following table outlines the action items that you must take prior to commencing each Co-op work term, as well as action items for the first three weeks:

<table>
<thead>
<tr>
<th>Time Frame</th>
<th>Action Item</th>
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| Before starting the work term | • Research the history of the company and division/unit employing you. This should include the products and services the company produces/providers. Take detailed notes on your findings and sources.  
                     | • Review the following items with your company Human Resources (HR) contact or other primary contact:  
                     | — Start date and time  
                     | — Dress code and required safety equipment (if applicable)  
                     | — Your expected hours of work  
                     | — Items you need to bring with you on your first day  
                     | • Organize transportation to the worksite (look up the bus schedule and stops, if applicable).  
                     | • If you will be driving to work, determine the parking situation. Is there street parking? Is on-site parking restricted?  
                     | • Ensure you have the relevant contact details for your employer.  
                     | • Submit the Domestic or International Waiver via PD Portal.  |
| Week 1               | • Obtain an overview of the company and division/unit.  
                     | • Review your job responsibilities with your supervisor for your four-month work term, and discuss your supervisor’s expectations of you.  
                     | • Call your employer if you are ever unable to get to work or are delayed, eg. due to transit outage.  |
| Weeks 3 and 4        | • With your supervisor’s permission, arrange meetings with other employees in your unit to discuss the department’s responsibilities and where they see you fitting into the organization.  
                     | • Take note of people in the organization you would like to meet with to discuss your career development, e.g., people you would like to conduct mini-informational interviews over coffee to learn about their career development.  |

| Week 2               | • Review your Learning Objectives with your supervisor.  
                     | • Complete your Learning Objectives and then submit online in PD Portal.  |
Guidelines for the Workplace

Greetings - In business situations, a firm (not crushing) handshake with good eye contact is appropriate when you are first introduced.

Titles/Forms of Address – Using just people’s first names has become the standard form of address in most North American organizations. However, if someone is introduced using a more formal standard (e.g., Mr. Jones, Dr. Chan, Prof. Darb, Ms. Becker), then you should address that person as he/she is introduced. If you’re unsure, use the formal standard until you are invited to call a person by his/her first name.

Punctuality – Different organizations value punctuality differently. Some companies may start meetings exactly on time and everyone may begin their day promptly at 8:30 am, while other companies may have more flexible approaches to timeliness and hours of work. As a professional standard, you should always arrive early for work and meetings.

Body Language – Be aware of your body language and the message it communicates to your colleagues. Avoiding eye contact is seen as a sign of disrespect, lack of interest, dishonesty or lack of confidence. Poor posture (slouching, lounging or sprawling) at your desk or at meetings is a sign of unprofessionalism, immaturity and boredom.

Dress and Hygiene – Acceptable dress codes range from casual (e.g., jeans and T-shirts) to business casual (e.g., khakis and button-down shirts) to business (e.g., suits). Once you have accepted the employer’s job offer, check with your contact about the company’s dress code. If in doubt, opt for business casual. Be aware of your personal hygiene and ensure your clothes are clean and neat. If t-shirts are appropriate, avoid printed t-shirts and/or ensure there is no offensive print. Cologne or perfume is not appropriate in the workplace, as many people have allergies to fragrances.

Religious Holidays – Many Canadian statutory holidays are linked to Christian traditions. If you need time off for other religious celebrations, speak with your supervisor at least three weeks in advance to make arrangements.

Vacation – Co-op students do not generally get vacation days during their work terms, but instead receive 4% vacation pay. If you need to take time off, you should speak with your manager well in advance to see if this is possible. If you know you will need time off before you begin your work term, you should discuss this with your employer when a job offer has been extended.

Work Term End Dates – End dates are usually specified in your offer letter and you are expected to work until then. If you wish to end your work term early, you should speak with your supervisor well in advance to see if this is possible. You will also need to obtain approval from a Co-op Coordinator.

Sick Days/Personal Appointments – If you are unable to work due to illness, be sure to inform your manager or an HR representative before your shift begins. For planned absences, be sure to request permission from the appropriate supervisor well in advance.

Extended Illness – For illnesses that last for more than three days, you must inform a Co-op Coordinator about the extended time you will be away from work. This practice must be followed in addition to informing your workplace supervisor and an HR representative about the implication the extended illness will have on your employment (which may affect payment of your income depending on the company’s policies).

Injuries on the Worksite – It is imperative that all injuries in the workplace, however minor, be reported to your supervisor immediately. The company’s policy and procedures for reporting injuries must be strictly adhered to, and WorkSafe BC (or equivalent provincial agency) will need to be informed through your employer (worksafebc.com). You also need to inform a Co-op Coordinator about the injury when it occurs.

Telephone and Computer Use – A company’s position on employees’ personal use of the telephone, Internet and computer varies from organization to organization. Avoid using your computer and telephone for personal use, even during assigned break times until you have learned about your employer’s policy. No matter what your employer’s policy may be, viewing sites with adult or otherwise inappropriate content is never acceptable. Also, do not use your personal smartphone/iPhone during business hours. This includes texting – texting during work hours should be avoided.

Make sure you know your employer’s Internet policy. Improper use of the Internet can result in your dismissal.

Social Media – Social media have fast become an important dimension of everyday life, connecting us in a variety of ways and changing the way we learn, socialize, and work. Many companies communicate internally and externally through blogs, social networks, videos and tweets. The Internet is a source of company information and career postings, and it may become an important networking resource for you.

However, for employers the use of social media has created new risks. Companies are expected to conduct transparent communications and to comply with regulations. Employers struggle with several problems related to the use of social media: 1) time theft or use of personal social media in the work hours; 2) malicious, negative, or damaging employee comments made about employers; 3) leaks of proprietary and/or confidential information; 4) damage to brand reputation; 5) legal, regulatory and compliance violations.

Once you start your work term, you should carefully consider what you may want to post to Facebook, YouTube, Twitter, LinkedIn, or others, about your work term experience or the company. If you mention your company’s name, your posting may be picked up by company staff monitoring social media sites. This type of posting is considered inappropriate.

Teamwork – When you work in a team environment, your input is expected, as well as input from other members. It is important that you actively participate by contributing your ideas and comments during discussions or meetings. If you are shy or uncertain of your ideas, start slowly to build your confidence. Aim to contribute one good idea per meeting and work up from there. If you feel strongly about an idea or position, do not be afraid to present your viewpoint with conviction.

Problem Solving – In an educational environment, you are rewarded when you are able to solve problems on your own, regardless of the time it takes. In the workplace, you are rewarded for solving problems quickly, either on your own or with help from others. When facing a problem you do not know the answer to, you should invest a reasonable amount of time and make a distinct effort to solve the problem on your own. However, do not be afraid to ask your manager or co-workers for assistance.

If you’re not sure how you should respond to an ethical issue, contact a Co-op Coordinator.
Ethics and Confidentiality

In your role as a Co-op student, it is unlikely that you will have to deal with a serious ethical dilemma, but it is important to be aware of potentially challenging scenarios. Ethical dilemmas arise due to conflicts of interest between different parties, and you may find yourself in a situation in which your principles and those of your employer may not always coincide. You may encounter a variety of ethical dilemmas or potential conflicts in the workplace, including the following situations:

• You may be presented with an employment opportunity at a company that competes directly with your previous employer, or a business in which either yourself, or a close friend or relative is employed.
• You may have access to information about a company that is not known to the general public, and you could use that information to increase your personal wealth.
• There may be racism or other prejudices exhibited within the workplace.
• You or your colleagues may be subjected to unprofessional and generally unacceptable behaviour by managers or fellow employees.

There are rules and principles available for reference at various levels when trying to determine the appropriate approach to resolving ethical dilemmas. The most basic level is formal policies, standards or codes of ethics developed by your employer, your professional association, and/or the University. Your employer may ask you to sign an agreement about a code of ethics or confidentiality before your work term commences.

It is your responsibility to know these written guidelines and to abide by them. If you find yourself in a situation which is in conflict with your own personal beliefs and you’re not sure how to address the situation, consult a Co-op Coordinator.

Unacceptable Behaviour

As a UBC student you should be familiar with the Academic Regulations described in the UBC Calendar (calendar.ubc.ca) for students at both Vancouver and Okanagan campuses. While you are on a Co-op work term, these regulations are applicable to everything you produce for your employer and the University. For example, if you use the work of others as a basis for your own creations and submissions, the authors should be acknowledged and appropriately referenced. Plagiarism will not be tolerated. Other unacceptable behaviours and related penalties are described in the Student Discipline section of the Academic Regulations.

Confidentiality

During your work term, you may have access to proprietary information or techniques. You should determine the nature of your responsibility and the restrictions on your future activities before familiarizing yourself with confidential and/or sensitive information. The following are examples of situations that involve confidentiality issues:

• You may be placed in a private organization undertaking a research project similar to one pursued by UBC faculty; furthermore, any release of information may be detrimental to one or the other party.
• You may have acquired knowledge on an earlier work term that is of great interest to a current employer, but which may place the previous employer at a disadvantage (e.g., plans for new products or services, details of projects that you were working on).
• You may be given access to sensitive internal information that could cause employee disruption or ill-feeling if circulated (e.g., compensation arrangements, plans for downsizing).

Legal and Ethical Responsibilities

As an employee, you have specific legal and ethical responsibilities in the workplace. You must protect the interests of your current and previous employers to the best of your ability, and prove that you are worthy of their trust. Here are some general rules to guide your behaviour in the workplace:

• Protect the interests of your current and previous employers. Be worthy of their trust.
• You do not have the right to access or disseminate information, unless those rights are specifically granted.
• Access to a part of the organization’s system or information does not give you the right to browse through all of it or to try breaking through to test security systems.
• The details of projects, structure, operations and financial condition of an organization are confidential and are not appropriate topics of conversation with friends, family or other organizations.
• If you generate reports or computer printouts for an employer, ensure they are adequately secured. It is not advisable to leave confidential or sensitive material lying around.
• Your Co-op work term assignments may be assigned one of a number of levels of confidentiality by your employer. In some cases, UBC staff may not even be authorized to review it.

Intangible and Intellectual Property

You may end up working for several competing companies, or potential competitors; therefore, you should be aware of restrictions upon the use of information you may gain as a result of your employment for any company.

Intellectual property laws state that, under most circumstances, the firm you are employed by legally owns ideas, printed materials, programs and/or techniques and products you develop as an employee. The fact that you created or invented something does not give you the right to use it, especially if you were hired in a creative or inventive position.

You and your future employers could be liable for damages if you copy, transport, recreate, disclose or use intellectual property in a way that dilutes the value of the creation to its original owner. If you are in doubt as to your right to use or apply knowledge gained in a previous work term, contact a Co-op Coordinator before taking any action that may put you or your employer at risk.

Employment Legislation

The Provincial Employment Standards Acts (ESA’s) cover employee rights in all jobs, including Co-op work terms. These
Acts ensure workers receive at least the minimum standards of wages and terms of employment. Furthermore, they establish basic rights for employees as well as the obligations of employers.

Most Co-op students fall under the jurisdiction of the Act corresponding to their province of employment, and although the Acts may vary slightly from province to province, they all encompass the same basic principles. Other Co-op students fall under the jurisdiction of the Federal Standards Act, depending on their industries of employment.

The British Columbia Employment Standards Act can be found at bclaws.ca/civix/document/id/complete/statreg/96113_01; it offers detailed information on the topics briefly outlined below.

Minimum Wages
The minimum wage varies from province to province, based on individual Employment Standards Acts. The BC Government has set the minimum wage at $10.85/hour (as of September 2016).

Paydays
All employees receive pay at least twice monthly. Employers must pay all money earned in a pay period within eight days after the end of the pay period, except annual vacation pay and wages credited to an employee's time bank. The duration of a pay period may not exceed 16 days.

Forms of Payment
Employers must pay wages in cash, by cheque, bank draft, money order, or by direct deposit to an employee’s bank account. The employee must authorize, in writing, payment by direct deposit.

Wage Deductions
Provincial and Federal laws allow employers to make specific deductions from an employee’s wage, without the written agreement of the employee.

Wage Statements
On paydays, an employer must give each employee a written wage statement for the pay period (paper or electronic copy), which includes the following information: the employer’s name and address; number of hours worked by the employee; the employee's wage rate (whether hourly, salary, flat rate, piece rate, commission or other incentive basis); the employee’s overtime rate(s); hours worked at the overtime rate(s); and, any money, allowance or other payment that the employee is entitled to.

Human Rights Legislation
Human rights legislation protects all citizens from offensive treatment and discrimination. In Canada, our domestic human rights laws operate in two jurisdictions: the federal and the provincial. At the federal level, the Canadian Human Rights Act (laws.justice.gc.ca/eng/acts/e-5.401/) is administered and enforced by the Canadian Human Rights Commission and Tribunal. At the provincial level, the British Columbia Human Rights Code (bclaws.ca/Recon/document/ID/freeside/00_96210_01) is administered and enforced by the BC Human Rights Tribunal.

If you are working in a different province, the Human Rights Code of that province may apply. Both pieces of legislation are similar in the protections they provide, although slight variations do exist. Neither the federal nor the provincial legislation supersedes the other. Rather, the appropriate legislation is determined according to which level of government regulates a specific area (bchrc.net/overview_of_human_rights_law).

The Canadian Human Rights Commission also oversees the Employment Equity Act (laws-lois.justice.gc.ca/eng/acts/e-5.401/page-1.html). The purpose of the Act is as follows: “To achieve equality in the workplace so that no person shall be denied employment opportunities or benefits for reasons unrelated to ability and, in the fulfillment of that goal, to correct the conditions of disadvantage in employment experienced by women, aboriginal peoples, persons with disabilities and members of visible minorities by giving effect to the principle that employment equity means more than treating persons in the same way but also requires special measures and the accommodation of differences”.

Canadian Human Rights Act as it Pertains to Employment
The Canadian Human Rights Act specifies the following as ground for discrimination (“prohibited grounds of discrimination”):

- Race
- National or ethnic origin
- Colour
- Religion
- Age
- Sex
- Sexual orientation
- Marital status
- Family status
- Disability
- Conviction for which a pardon has been granted

The Canadian Human Rights Act specifies the following as discriminatory actions as they relate to employment:

- To refuse to employ or continue to employ any individual, or in the course of employment, to differentiate adversely in relation to an employee.
- To use or circulate any form of application for employment, or in connection with employment to prospective employment, to publish any advertisement or to make any written or oral inquiry that expresses or implies any limitation, specification or preference.
- To establish or pursue a policy or practice, or to enter into an agreement affecting recruitment, referral, hiring, promotion, training, apprenticeship, transfer or any other matter relating to employment or prospective employment, that deprives or tends to deprive an individual or class of individual of any employment opportunities.
- To establish or maintain differences in wages between male and female employees employed in the same establishment who are performing work of equal value.

BC Human Rights Code as it Pertains to Employment
The BC Human Rights Code restricts the following actions with respect to employment:

- A person must not refuse to employ or refuse to continue to employ a person, or discriminate against a person regarding employment or any term or condition employment because of:
  - Race
  - Colour
— Ancestry
— Place of origin
— Political belief
— Religion
— Marital status
— Family status
— Physical or mental disability
— Sex
— Sexual orientation
— Age of that person
— Because that person has been convicted of a criminal or summary conviction offence that is unrelated to the employment or to the intended employment of that person

• The previous statement does not apply as it relates to age, to a bona fide scheme based on seniority, or as it relates to marital status, physical or mental disability, sex or age, to the operation of a bona fide retirement, superannuation or pension plan or to a bona fide group or employee insurance plan. Furthermore, the previous statement does not apply with respect to a refusal, limitation, specification or preference based on a bona fide occupational requirement.

Contact a Coordinator immediately for advice and assistance if you feel you are being harassed

Harassment in the Workplace

Harassment, a type of discrimination, refers to unwarranted comments or conduct that humiliates, intimidates, excludes, isolates and undermines the self-esteem of its targets. Harassment may be a single incident or a pattern of repeated incidents directed against an individual or group (see UBC’s Equity Office for a Discrimination & Harassment Booklet). Harassment is often a subtle or an overt abuse of power by someone in authority. Harassment may include, but is not limited to:

• Demeaning remarks about a particular group
• Disrespectful, dismissive or degrading jokes or comments
• Hate letters or graffiti
• Racist comments or insults
• Unnecessary touching
• Leering or suggestive remarks
• Reprisal for rejection of sexual advances
• Sexually explicit pin-ups and graffiti

Most Co-op employers have their own harassment policies and will usually give new employees guidance on the policy and how to interpret the policy in their organization. Understand how this policy affects you in terms of your own behaviour and how to judge the behaviour of others. In many cases, the policy outlines additional resources.

WorkSafeBC

WorkSafeBC (worksafebc.com) is a no-fault accident insurance system for work-related injuries or diseases. Workers are eligible for workers’ compensation benefits for on-the-job injuries or illnesses arising because of the work or the workplace. In return, Workers’ Compensation protects employers from being sued in the event of an employee injury. The employer assumes the entire cost of this benefit.

You are eligible to receive Workers’ Compensation for a work-related injury or illness. Under current legislation, if an injury occurs, Workers’ Compensation pays 75% of an employee’s gross non-taxable income up to a stipulated maximum. The maximum value changes periodically. In addition to this payment, any medical costs such as doctor, hospital and medication bills are covered.

Health and Safety on the Job

Both the employer and employee have certain responsibilities and duties under occupational health and safety regulations. The supervisor must provide access to the necessary equipment, protective devices or clothing and must advise employees of potential or actual danger. Employees must report any accidents as soon as possible.

If there are hazardous materials in the work environment, the employer must inform employees about the WHMIS program (Workplace Hazardous Material Information System) and provide workplace-specific training on safety issues.

NOTE: As an employee, you have the right and the responsibility to refuse any work that could endanger the health and safety of yourself and/or others.
Guidelines for Co-op Assignments

Overview
This section reviews the UBC Applied Science Co-op Program’s requirements for each Co-op work term assignment. Students must complete the Learning Objectives online at the beginning of each work term and complete one work term report at the end of each four month work term, as described below.

Learning Objectives
At the beginning of each work term, students are required to reflect on their objectives for the work term and to review the objectives with the supervisor. Each Learning Objective should be “SMART” – specific, measurable, attainable, realistic, and timely. These objectives are for the current term; however, these should assist you in your longer term objectives for your career development while being in line with the duties of the Co-op position.

Ensure to review your Learning Objectives with your supervisor before the end of your second week of employment. After you have discussed your Learning Objectives with your supervisor and received his/her feedback, submit the completed text directly in your PD Portal file. It is advised to review your objectives with your supervisor at least once later in the work term to see how you are progressing and if anything has changed.

Tips for Creating Learning Objectives
1. Make them Specific, Measurable, Attainable, Realistic and Timely (SMART). Each learning objective should answer the following four questions:
   • What is to be accomplished?
   • How will it be accomplished?
   • How will it be evaluated/measured and by whom?
   • When will it be completed?

Example: ‘By June 20, I will devise, print and post a safety checklist, following head office and provincial guidelines, which will make safety information readily available to staff working in Section G. I will have my supervisor review this safety checklist for accuracy prior to posting.’

Review the self-assessment and transferable skills section in the Co-op Student Handbook. Consider which transferable skills you would most like to develop during your work term. Then compile an inventory of your technical and interpersonal skills and strengths.

Fit these short-term objectives into long-term plans. Always keep long-term career goals in mind, and think about the small steps that are necessary to help get you to where you want to be (caution: the path is not always linear and predictable). Think about skills that you want to develop in the short, medium and long term.

Form a clear vision of your long-term goals and needs. Ask yourself the following questions:
   • What are my engineering interests?
   • What are my values and needs? How will my chosen career(s) complement them?
   • What do I do well (i.e. manage projects, analyze problems, write, work in a team)?
   • What do I not do well (i.e. handle criticism, manage time, work independently)?
   • What feedback have I received regarding my skills or performance?
   • What would my ideal job look like (consider hours, people, location, your psychological profile - introverted/extroverted)?
   • What does the job market look like in terms of growth or opportunity in my chosen engineering field?

When you start your position, make sure that the objectives you have set are in line with the duties of the job. Redevelop your learning objectives in consultation with your employer, if necessary. You may wish to develop a more specific set of short-term and long-term goals with your supervisor.

Work Term Reports and Oral Presentations
Students must complete the work term assignment specified by these guidelines and submit each by the assigned deadline. Failure to do so will result in a failing grade for the work term. Students must submit one report for each four-month Co-op work term, according to the following schedule:
   • Work Term 1 (APSC 110) – Experiential Report
   • Work Term 2 (APSC 210) – Career Development Report
   • Work Term 3 (APSC 310) – Technical Report
   • Work Term 4 (APSC 410) – Technical Memo
   • Work Term 5 (APSC 411) – Technical Oral Presentation
   • Work Term 6 (APSC 412) – Your Choice of Technical Report, Technical Memo, or Oral Presentation

Reports must be written on the student’s own time and not during Co-op work term employment hours.

The work term report is equivalent to a homework assignment. On occasion the report may be part of your regular work assignments but this is not a requirement nor an expectation you can have of the employer.
Assignments for your first, third, fourth, fifth and sixth (APSC 110, 310, 410, 411 and 412) work terms require a Work Term Report Release form to be completed by your supervisor with submission of the report or oral presentation. Work term reports will not be graded if a release form is not received, and a failing grade may result.

Plagiarism in any form will be viewed as academic misconduct and will be handled as outlined in the UBC Calendar.

**Submitting Your Work Term Report**

Work term reports are to be reviewed by your supervisor to determine if the report is confidential. If your report is deemed to be confidential, your supervisor will need to complete the appropriate Report Release form, and you must submit the completed release form by the report submission deadline specified within the Work Term Checklist located on the website at [coop.apsc.ubc.ca/students/undergraduate/work-term-requirements](http://coop.apsc.ubc.ca/students/undergraduate/work-term-requirements). Your supervisor will have 2 weeks following the deadline to review and grade your report using the Confidential Grade Form. If your report is not deemed to be confidential, complete the appropriate Report Release form and submit it with your report.

All Co-op work term reports are to be submitted online via Connect ([connect.ubc.ca](http://connect.ubc.ca)). You will be enrolled in a Co-op Course on Connect at the start of each work term.

Reports must be submitted in PDF or Word format. Your report and release form are to be submitted as separate files via Connect. Hard copy reports and release forms will not be accepted. If your supervisor wishes to submit the release or grade form directly, they may be emailed to apsc.coop@ubc.ca.

**Formatting Guidelines**

Please follow these guidelines for all written work term report submissions (APSC 110, 210, 310 & 410):

- Double-space and use 12-point Times New Roman or Arial font, with 1-inch margins.
- Use PDF or Word format files.
- Use standard, formal English. Do not use slang terms, contractions, or colloquialisms.
- Define technical terms and introduce acronyms the first time they are used. You may also include a glossary of terms in the appendices.
- Use section headers and subheaders where appropriate. Start major sections of the report on new pages.
- Number the pages. All prefatory parts (pages which come before the body of the report) are numbered using lower case Roman numerals. The title page is not numbered, but is counted as the first page. The body of the report begins with the introduction on “page 1”.

**APSC 110: Experiential Report**

**Objective**

During your first work term, you will write an Experiential Report. The objective is to encourage you to reflect on your present work experience and how it relates to your academic and career development. Good written communication skills are vital to the successful practice of professional engineering. Writing the report will help you develop technical writing abilities throughout your Co-op career. This report will also assist you with understanding your first work term experience and the company you are working for. Refer to the section “Understanding the Workplace” in Chapter 12 for a list of weekly guidelines for starting a new position.

**How to Begin Your Report**

By the end of your second week, review the Experiential Report requirements with your supervisor and obtain his/her input. Take detailed notes on all information received. With your supervisor’s permission, arrange meetings with other employees to discuss where they see you fitting into the organization. Take detailed notes of all such meetings, including names and titles of participants.

The body of the Experiential Report should be between 2,000 to 3,000 words. To ensure you have a good understanding of your role in the organization before this assignment is due, it will be written over the first seven weeks of your Co-op work term and submitted by the last Friday of the second month of term.
### Assignment
The following table outlines the requirements for this experiential report:

<table>
<thead>
<tr>
<th>Section</th>
<th>Purpose</th>
<th>Content</th>
</tr>
</thead>
</table>
| Title Page               | Identifies the topic and writer of the report                           | • Title of the report (reflects the content, not the assignment)  
• Your name, student number and discipline  
• Co-op course number (e.g., Work Term One – APSC 110)  
• Co-op employer  
• Date the report is submitted |
| Table of Contents         | Identifies contents and organization of document                        | • Section headings  
• Page numbers |
| List of Figures (if applicable) | Identifies all figures, drawings, and/or photographs in the report | • Number of figures  
• Title of figures and corresponding page numbers |
| List of Tables (if applicable) | Identifies all tables shown in the report                              | • Numbers of tables  
• Title of tables and corresponding page numbers |
| Introduction             | Introduces the company, division (if applicable) and nature of your position | • Subject and purpose of the report (states briefly why the report is written and what it is intended to achieve)  
• Scope (describes the breadth or limitations of the treatment of the subject)  
• Plan of development (outlines the company and its mandate, the division, if applicable, and your position within the company/organization) |
| Company Overview         | Presents an understanding of the company and its position in the industry to which it belongs | • Company history  
• Industry overview  
• Competitors to this company  
• Company mandate  
• An organization chart |
| Division Overview        | Presents the division or department you are working in and its function and role within the company | • Division mandate  
• Discussion of the role of the division within the company  
• Brief description of other divisions in the company and their relationships to the division you are working in |
| Position Overview        | Provides the reader with a good understanding of the position you have been hired for | • Title of position and brief description of your role  
• Description of your responsibilities and how they relate to the company and/or division mandate  
• Discussion on how this position relates to your academic program and future Co-op work terms |
| Recommendations for Future Students | Provide insight for future students and how they can succeed in this organization | • Provide tips and suggestions to future Co-op students, based on your experience to date, as to how they can succeed in this workplace |
| References               | Acknowledge use of materials from printed sources, websites and interviews with colleagues in the preparation of your report. Indicate the exact source of all quotations and/or results of previous work. | • Author’s name, title of book, year published, publisher’s name, city, page number  
• References are listed alphabetically by the name of the author or by the first major work of the title  
• Common knowledge does not require a reference (e.g., the speed of light), but if a new value for a commonly accepted quantity is cited, the source should be referenced  
• All sources must be cited correctly; please refer to the following UBC website for proper citation of all sources: help.library.ubc.ca/evaluating-and-citing-sources/how-to-cite/  
• Follow APA (American Psychological Association) style for all referencing. |
**Submission**

The Experiential Report must be reviewed by your work supervisor prior to submission via Connect. A signed Work Term Report Release Form must accompany your report submission. Please see the work term checklist for specific deadlines (coop.apsc.ubc.ca/students/undergraduate/work-term-requirements).

Confidential Reports: If your supervisor deems your report to be confidential, you must have the Confidential Work Term Report Release Form completed and submitted by the deadline. Your supervisor must then grade the confidential report and submit the completed Confidential Evaluation Form directly to the Co-op office via email at apsc.coop@ubc.ca.

**Grading**

Your Experiential Report will be evaluated by a Co-op Coordinator. It will receive an overall evaluation on a scale ranging from “Excellent” to “Unsatisfactory”. If your report is marked “Unsatisfactory”, you will be given one (1) attempt to re-write and be provided with 30 days to make revisions and re-submit your report to the Co-op Office for re-evaluation.

Successful completion of your Co-op work term is assessed on the quality of your report and a satisfactory Employer Evaluation of your work performance from your supervisor. A pass (P) will be entered on your transcript for the completed Co-op work term. If you fail to obtain a “Satisfactory” evaluation for both your Work Term Report and your Employer Evaluation, a fail (F) will be issued.

The Experiential Report is graded out of 100 points and will be assessed as follows:

| Expression | 20 Points | • Grammar & Spelling (5 points each)  
| Structure | 20 Points | • Clarity & Style (5 points each)  
| Content | 60 Points | • Layout & Readability of the report (10 points each) - includes proper Table of Contents, headings, introduction, conclusion and citations  
| | | • Understanding of the organization (20 points)  
| | | • Understanding of the division (20 points)  
| | | • Understanding of the position and recommendations (20 points)  

Excellent: 80 to 100 points  
Good: 65 to 79 points  
Satisfactory: 50 to 64 points  
Unsatisfactory: 0 to 49 points
APSC 210: Career Development Report

**Objective**

During your second work term, you will write a Career Development Report. Engineers must understand the marketplace and the job opportunities that exist within a particular industry sector. Conducting research and writing this report will give you a better understanding of factors influencing employment in your industry sector.

To write this report, you will research the area of industry where you are currently employed, and an area of industry where you would like to work in your future Co-op work terms.

If you are interested in staying within the industry where you are currently completing your work term, examine two sectors of that industry for your report. For example, if you are interested in the oil and gas industry. For your report, investigate the sectors within the broader oil and gas industry and write about your current sector (e.g., non-conventional oil extraction) and then examine another sector (e.g., natural gas production or conventional crude oil extraction).

If you have questions, speak to a Coordinator about how to write the second half of your report.

**How to Begin Your Report**

Refer to the table below as a reference/guide to determine the industry sector where you are currently working, as well as the industry sector where you would like to work during future Co-op work terms. The table contains examples of the primary industry sectors; however, sectors that are not listed can still be chosen for this report. You can also refer to the North American Industry Classification System (NAICS) at [statcan.gc.ca/eng/subjects/standard/naics/2012/index](statcan.gc.ca/eng/subjects/standard/naics/2012/index) in order to determine the industry classification of the companies of greatest interest to you. If you are unsure of which sector you should write about, contact a Co-op Coordinator for assistance.

<table>
<thead>
<tr>
<th>Transportation &amp; Warehousing</th>
<th>Natural Resource</th>
<th>Construction</th>
<th>Manufacturing</th>
<th>Communication/Utilities</th>
<th>Services</th>
</tr>
</thead>
<tbody>
<tr>
<td>Pipelines</td>
<td>Forestry</td>
<td>Building, General Contracting</td>
<td>Wood Products/ Pulp/Paper</td>
<td>Telecommunications</td>
<td>Research &amp; Development</td>
</tr>
<tr>
<td>Water/Air/Rail/Transit/Transport</td>
<td>Oil &amp; Gas Extraction</td>
<td>Heavy Construction (road/bridges/rail/subway)</td>
<td>Chemical/Petrochemical/ Refinery</td>
<td>Electric/Power</td>
<td>Government (Municipal, Provincial or Federal)</td>
</tr>
<tr>
<td>Ports</td>
<td>Mining (open pit or underground; identify what mineral is mined)</td>
<td>Naval Architecture</td>
<td>Metal/Metal Products/Machinery</td>
<td>Oil/Gas Transmission/Distribution</td>
<td>Computer Programming/Software</td>
</tr>
<tr>
<td>Agriculture (crop &amp; animal production, aquaculture)</td>
<td>Aerospace and Aviation</td>
<td>Water Supply/ Sewer Systems</td>
<td>Computer Related Services/Hardware</td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td>Pharmaceuticals/ Biotechnology</td>
<td></td>
<td>Consulting (identify sector)</td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td>Automotive/Fuel Cell</td>
<td></td>
<td>Materials Testing</td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td>Food/Beverage</td>
<td></td>
<td>Air/Water Waste Management</td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td>Computer/Electrical/ Electronic Machinery/ Equipment</td>
<td></td>
<td>Charitable Organization (not-for-profit)</td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td>Textiles</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

**Assignment**

The body of the Career Development Report should be between 2,000 to 3,000 words. Refer to the formatting guidelines earlier in this chapter. The following table outlines the requirements for this report:
<table>
<thead>
<tr>
<th>Section</th>
<th>Purpose</th>
<th>Content</th>
</tr>
</thead>
<tbody>
<tr>
<td>Title Page</td>
<td>Identifies the topic and the writer of the report</td>
<td>• Title of the report (reflects the content, not the assignment)</td>
</tr>
<tr>
<td></td>
<td></td>
<td>• Your name, student number and discipline</td>
</tr>
<tr>
<td></td>
<td></td>
<td>• Co-op course number (e.g., Work Term Two – APSC 210)</td>
</tr>
<tr>
<td></td>
<td></td>
<td>• Co-op employer</td>
</tr>
<tr>
<td></td>
<td></td>
<td>• Date the report is submitted</td>
</tr>
<tr>
<td>Table of Contents</td>
<td>Identifies contents and organization of document</td>
<td>• Section headings</td>
</tr>
<tr>
<td></td>
<td></td>
<td>• Page numbers</td>
</tr>
<tr>
<td>List of Figures</td>
<td>Identifies any figures, drawings, or photographs shown in the report</td>
<td>• Numbers of figures</td>
</tr>
<tr>
<td>(if applicable)</td>
<td></td>
<td>• Titles of figures and corresponding page numbers</td>
</tr>
<tr>
<td>List of Tables</td>
<td>Identifies any tables shown in the report</td>
<td>• Numbers of tables</td>
</tr>
<tr>
<td>(if applicable)</td>
<td></td>
<td>• Titles of tables and corresponding page numbers</td>
</tr>
<tr>
<td>Introduction</td>
<td>Introduces the industry sector where you are currently working and any future industry sector(s) you wish to work within</td>
<td>• Subject and purpose of the report (states briefly why the report is written and what it is intended to achieve)</td>
</tr>
<tr>
<td></td>
<td></td>
<td>• Scope (the breadth or limitations of the treatment of the subject)</td>
</tr>
<tr>
<td></td>
<td></td>
<td>• Plan of development (outlines the company and its mandate, the division, if applicable, and your position within the company/organization)</td>
</tr>
<tr>
<td>Section 1</td>
<td>Reviews your current work term industry sector in detail</td>
<td>• Industry sector history</td>
</tr>
<tr>
<td></td>
<td></td>
<td>• Projected economic status of the industry</td>
</tr>
<tr>
<td></td>
<td></td>
<td>• Geographic locations of industry concentration</td>
</tr>
<tr>
<td></td>
<td></td>
<td>• Opportunities for engineers, including disciplines</td>
</tr>
<tr>
<td></td>
<td></td>
<td>• Employers in the industry – list 5 to 8 you would consider working for, and for each employer provide the following (in bullet, paragraph or table format):</td>
</tr>
<tr>
<td></td>
<td></td>
<td>— Full name of company and parent company, if applicable</td>
</tr>
<tr>
<td></td>
<td></td>
<td>— Division, if applicable</td>
</tr>
<tr>
<td></td>
<td></td>
<td>— Location (city, province/state, country)</td>
</tr>
<tr>
<td></td>
<td></td>
<td>— Website address</td>
</tr>
<tr>
<td></td>
<td></td>
<td>— Brief description of company or division</td>
</tr>
<tr>
<td></td>
<td></td>
<td>— The reason you included the company in your list (e.g., most innovative, highest earnings in past three years, projected growth, international interest, largest, etc.)</td>
</tr>
<tr>
<td></td>
<td></td>
<td>• Union involvement (if applicable)</td>
</tr>
<tr>
<td></td>
<td></td>
<td>• Economic factors influencing the industry</td>
</tr>
<tr>
<td></td>
<td></td>
<td>• Political factors influencing the industry</td>
</tr>
<tr>
<td></td>
<td></td>
<td>• Government involvement/control (if applicable)</td>
</tr>
<tr>
<td></td>
<td></td>
<td>• Advancement opportunities (hiring trends and long-term prospects)</td>
</tr>
<tr>
<td></td>
<td></td>
<td>• Environmental issues/factors (if applicable)</td>
</tr>
<tr>
<td>Section 2</td>
<td>Provides an overview of your technical and non-technical skills gained and developed in your current work term</td>
<td>• Describe the technical skills required to succeed in this position</td>
</tr>
<tr>
<td></td>
<td></td>
<td>• Describe the non-technical skills required to succeed in this position</td>
</tr>
<tr>
<td>Section 3</td>
<td>Identifies and assesses your desired future industry sector as it relates to your senior Co-op work terms</td>
<td>• Industry sector history</td>
</tr>
<tr>
<td></td>
<td></td>
<td>• Projected economic status of the industry</td>
</tr>
<tr>
<td></td>
<td></td>
<td>• Geographic locations of industry concentration</td>
</tr>
<tr>
<td></td>
<td></td>
<td>• Opportunities for engineers, and in which disciplines</td>
</tr>
<tr>
<td></td>
<td></td>
<td>• Employers in the industry – list 5 to 8 you would consider working for, and for each employer provide the following (in bullet, paragraph or table format):</td>
</tr>
<tr>
<td></td>
<td></td>
<td>— Full name of company and parent company, if applicable</td>
</tr>
<tr>
<td></td>
<td></td>
<td>— Division, if applicable</td>
</tr>
<tr>
<td></td>
<td></td>
<td>— Location (city, province/state, country)</td>
</tr>
<tr>
<td></td>
<td></td>
<td>— Website address</td>
</tr>
<tr>
<td></td>
<td></td>
<td>— Brief description of company or division</td>
</tr>
<tr>
<td></td>
<td></td>
<td>— The reason you included the company in your list (e.g., most innovative, highest earnings in past three years, projected growth international interest, largest, etc.)</td>
</tr>
<tr>
<td></td>
<td></td>
<td>• Union involvement (if applicable)</td>
</tr>
<tr>
<td></td>
<td></td>
<td>• Economic factors influencing the industry</td>
</tr>
<tr>
<td></td>
<td></td>
<td>• Political factors influencing the industry</td>
</tr>
<tr>
<td></td>
<td></td>
<td>• Government involvement/control (if applicable)</td>
</tr>
<tr>
<td></td>
<td></td>
<td>• Advancement opportunities (hiring trends and long-term prospects)</td>
</tr>
<tr>
<td></td>
<td></td>
<td>• Environmental issues/factors (if applicable)</td>
</tr>
</tbody>
</table>
## Section 4
Provides an overview of the technical and transferable skills you will need to gain in order to attain your senior Co-op work term in the industry sector identified in Section 3
- Review online resources such as APEGBC (job postings), talentegg.ca, engineeringcareers.ca, Workopolis for job information for the identified industry resources in the identified industry sector and determine from the job descriptions which advanced skills you will need to gain in order to make yourself marketable for these positions.
- Describe the technical and transferable skills required to succeed in this position
- Provide a detailed plan of action for attaining these skills

## Conclusion
Provides final comments on your strategy to obtain your next Co-op position
- List possible strategies you will implement to assist you in becoming a highly sought-after UBC Applied Science Co-op student
- Draw on major points raised in the body of the report

## References
Acknowledge use of materials from printed sources, websites and interviews with colleagues in the preparation of your report. Indicate exact source of all quotations and/or results of previous work.
- Author’s name, title of book, year published, publisher’s name, city, page number
- References are listed alphabetically by the name of the author or by the first major work of the title.
- All sources must be cited correctly; please refer to the following UBC website for proper citation of all sources: help.library.ubc.ca/evaluating-and-citing-sources/how-to-cite
- Follow APA (American Psychological Association) style for all referencing.

### Submission
This report must be submitted online via Connect on the last Friday of the second month of term. Please see the work term checklist for specific deadlines (coop.apsc.ubc.ca/students/undergraduate/work-term-requirements).

### Grading
A Co-op Coordinator will evaluate your Career Development Report. Your report will receive an overall evaluation on a scale ranging from “Excellent” to “Unsatisfactory”. If your report is marked “Unsatisfactory”, you will be given one (1) attempt to re-write and be provided with 30 days to make revisions and re-submit your report to the Co-op Office for re-evaluation.

Successful completion of your Co-op work term is assessed on the quality of your report and a satisfactory Employer Evaluation from your supervisor. A pass (P) will be entered on your transcript for the completed Co-op work term. If you fail to obtain a “Satisfactory” evaluation for both your Work Term Report and your Employer Evaluation, a fail (F) will be issued.

The Career Development Report is graded out of 100 points and will be assessed as follows:

<table>
<thead>
<tr>
<th>Expression</th>
<th>20 Points</th>
</tr>
</thead>
<tbody>
<tr>
<td>• Grammar &amp; Spelling (5 points each)</td>
<td></td>
</tr>
<tr>
<td>• Clarity &amp; Style (5 points each)</td>
<td></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Structure</th>
<th>20 Points</th>
</tr>
</thead>
<tbody>
<tr>
<td>• Layout &amp; Readability of report (10 points each) - includes proper Table of Contents, headings, introduction, conclusion and citations</td>
<td></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Content</th>
<th>60 Points</th>
</tr>
</thead>
<tbody>
<tr>
<td>• Understanding of the current industry sector (20 points)</td>
<td></td>
</tr>
<tr>
<td>• Understanding of technical skills required (10 points)</td>
<td></td>
</tr>
<tr>
<td>• Understanding of a future work term industry sector or subsector (20 points)</td>
<td></td>
</tr>
<tr>
<td>• Understanding of technical skills required (10 points)</td>
<td></td>
</tr>
</tbody>
</table>

### Grading Scale

- Excellent: 80 to 100 points
- Good: 65 to 79 points
- Satisfactory: 50 to 64 points
- Unsatisfactory: 0 to 49 points
Objective
For your third work term, you will write a Technical Work Term Report.

To communicate well, engineers need to be able to write effectively. Writing a report is one of the most formal ways of presenting the results of professional engineering work. However, engineers must also be able to write:

- Advertisements
- Emails
- Letters
- Presentations
- Reports
- Bulletins
- Job descriptions
- Memos
- Procedures
- Specifications
- Contracts
- Legal documents
- Notes
- Proposals

Engineering reports can be written about any professional engineering activity, including test results, failure analysis, accidents, design proposals, environmental impact studies, economic or technical feasibility studies, and project summaries. Reports are usually submitted after a major engineering effort; they are often read by multiple audiences, including people involved in decision-making or affected by the completed work.

Assignment
Your Technical Work Term Report will include a body of content that should be fifteen to twenty pages, excluding title pages, references and appendices. The Technical Work Term Report contains four essential parts:

- **Introduction**: a clear, concise summary and statement of the problem or project addressed by the study
- **Discussion**: details of the study including assumptions, alternatives and predicted outcomes
- **Conclusion**: the conclusions you have drawn following from the details presented in the report
- **Recommendations**: derived from the conclusions and addressing the problem

There may be a few situations in your career where recommendations are not required. For example, an accident report may not include recommendations in a case where, for legal reasons, the engineer was called on specifically to report on the cause of the accident. These situations are rare and occur usually in industrial settings; organizations look to the professional engineer for recommendations addressing a particular problem. For this reason, an engineering report almost always includes recommendations.

Choosing a Topic
Your report should be based on your Co-op work term experience and a problem or project that you, your manager or your department have encountered during your work term. If there is not an obvious problem or specific project you are working on, you should ask your supervisor, manager, or a Co-op Coordinator for suggestions.

Style
The Technical Work Term Report is analytical rather than descriptive in style. This report should contain accurate, factual information together with sound arguments and conclusions. The format of the report should normally follow the guidelines provided in this handbook, but you may follow the company’s guidelines if the report will be used internally.

If your employer has given you company-specific guidelines for your report, you must advise a Co-op Coordinator, as this may affect the way your report is marked.

**NOTE**: The Co-op Program recommends referring to a grammar handbook and dictionary. Here are some recommended writer’s handbooks and style guides:


Detailed Section Information
The following table explains the purpose and suggested content of each report section:

<table>
<thead>
<tr>
<th>Section</th>
<th>Purpose</th>
<th>Content</th>
</tr>
</thead>
</table>
| Cover   | Provides a binding for the report, identifies the topic and writer of the report | • Title of the report
<p>|         |         | • Your name and student number |
|         |         | • Co-op course number (e.g., Work Term three – APSC 310) |
|         |         | • Co-op employer |
|         |         | • Date the report is submitted |</p>
<table>
<thead>
<tr>
<th>Section</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Letter of Transmittal</td>
<td>A brief covering letter, addressed to the first official reader (usually a Co-op Coordinator)</td>
</tr>
<tr>
<td></td>
<td>• Name of manager and department for whom the report was prepared</td>
</tr>
<tr>
<td></td>
<td>• Terms of reference of the report</td>
</tr>
<tr>
<td></td>
<td>• Authorization, degree of confidentiality of report</td>
</tr>
<tr>
<td></td>
<td>• General comments on the nature and the time involved in the investigation</td>
</tr>
<tr>
<td></td>
<td>• Comments on the quality of the recommendations</td>
</tr>
<tr>
<td></td>
<td>• Formal business letter format, signed in long-hand</td>
</tr>
<tr>
<td>Title Page</td>
<td>Identifies the topic and ownership of the report</td>
</tr>
<tr>
<td></td>
<td>• Title of the report (clearly identifies the subject of the report)</td>
</tr>
<tr>
<td></td>
<td>• Name of student, student ID</td>
</tr>
<tr>
<td></td>
<td>• Date and place</td>
</tr>
<tr>
<td>Preface and Foreword</td>
<td>Provides the reader with background of the report</td>
</tr>
<tr>
<td></td>
<td>• Purpose, background, scope of subject coverage</td>
</tr>
<tr>
<td></td>
<td>• Contributions of others to the report</td>
</tr>
<tr>
<td>Summary - considered by many to</td>
<td>Provides a one-page summary. No reference is made to any part of the report; a summary is complete in itself.</td>
</tr>
<tr>
<td>be the most important part of</td>
<td>• States the more important information in the report including the purpose, method, reason for the report</td>
</tr>
<tr>
<td>report, often only this part is</td>
<td>• Succinctly defines the problem the report addresses</td>
</tr>
<tr>
<td>read, so it is important to</td>
<td>• Summarizes the findings, conclusions, decisions, recommendations</td>
</tr>
<tr>
<td>state your case succinctly</td>
<td>• Summarizes all major generalizations or assumptions of the report</td>
</tr>
<tr>
<td>Table of Contents</td>
<td>Identifies contents and organization of document</td>
</tr>
<tr>
<td></td>
<td>• Section headings</td>
</tr>
<tr>
<td></td>
<td>• Page numbers</td>
</tr>
<tr>
<td>List of Figures (optional)</td>
<td>Identifies any figures, drawings, or photographs shown in the report</td>
</tr>
<tr>
<td></td>
<td>• Number of figures</td>
</tr>
<tr>
<td></td>
<td>• Title of figures and corresponding page numbers</td>
</tr>
<tr>
<td>List of Tables (optional)</td>
<td>Identifies any tables shown in the report</td>
</tr>
<tr>
<td></td>
<td>• Number of tables</td>
</tr>
<tr>
<td></td>
<td>• Title of tables and corresponding page numbers</td>
</tr>
<tr>
<td>Introduction</td>
<td>Introduces the subject of report as the reader may be from a different branch of the discipline and will require some orientation to the</td>
</tr>
<tr>
<td></td>
<td>subject of your report</td>
</tr>
<tr>
<td></td>
<td>• Subject and purpose of the report (states briefly why the report is written and it is intended to achieve)</td>
</tr>
<tr>
<td></td>
<td>• Scope (describes the breadth and limitations of the treatment of the subject)</td>
</tr>
<tr>
<td></td>
<td>• Plan of development (outlines which areas will be covered)</td>
</tr>
<tr>
<td></td>
<td>• Thesis of the report (the general conclusion and/or the general recommendation)</td>
</tr>
<tr>
<td>Discussion</td>
<td>Presents evidence (facts, arguments, details, data, test results, etc.) necessary to the purpose of the report</td>
</tr>
<tr>
<td></td>
<td>• This section contains the main part of the report. All evidence must be developed in an organized, logical and orderly manner and must be</td>
</tr>
<tr>
<td></td>
<td>relevant. It should contain pertinent figures, tables, footnotes, references to material in appendices. Any additional information should be</td>
</tr>
<tr>
<td></td>
<td>placed in an appendix, but referenced in the discussion.</td>
</tr>
<tr>
<td>Conclusions</td>
<td>States briefly the major inferences that can be drawn from the discussion</td>
</tr>
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<td></td>
<td>• Must be based on information presented in the discussion</td>
</tr>
<tr>
<td></td>
<td>• Each conclusion should be presented as a separate paragraph, with paragraphs numbered in sequence for easy reference</td>
</tr>
<tr>
<td>Recommendations</td>
<td>Suggests a course of action based on the findings and conclusions</td>
</tr>
<tr>
<td></td>
<td>• Must follow logically from the conclusions</td>
</tr>
<tr>
<td></td>
<td>• Must be supported both by conclusions and by data in the discussion</td>
</tr>
</tbody>
</table>
References

Acknowledges use of materials from printed sources in the preparation of your report. Indicates exact source of all quotations and/or results of previous work.

- Author’s name, title of book, year published, publisher’s name, city, page number
- References are listed alphabetically by the name of the author or by the first major work of the title
- Common knowledge does not require a reference (e.g., the speed of light), but if a new value for a commonly accepted quantity is cited, the source should be referenced
- All sources must be cited correctly; please refer to the following UBC website for proper citation of all sources: help.library.ubc.ca/evaluating-and-citing-sources/how-to-cite
- Follow APA (American Psychological Association) style for all referencing.

Appendices (optional)

Includes data which are not necessary for an immediate understanding of the discussion

- Appendices may contain program listings, drawings, extra figures, technical specifications, or other detailed explanations of some aspects of your report

Submission

This technical written report must be submitted to the Applied Science Co-op office via Connect. A signed Work Term Report Release Form must accompany your report submission. Please see the work term checklist for specific deadlines (coop.apsc.ubc.ca/students/undergraduate/work-term-requirements).

Confidential Reports: If your supervisor deems your report to be confidential, you must have the Technical Report Release Form completed and submitted by the deadline. Your supervisor will grade the confidential report and submit the completed Confidential Evaluation form (i.e. grade sheet) directly to the Co-op office via email to apsc.coop@ubc.ca within three weeks after the deadline for non-confidential reports.

Grading

A technical evaluator grades Technical Work Term Reports. Your report receives an overall evaluation on a scale ranging from “Excellent” to “Unsatisfactory”. Successful completion of your Co-op work term relies on the quality of your Work Term Report and a satisfactory Employer Evaluation from your employer. A pass (P) will be entered on your transcript for the completed Co-op work term.

If you fail to obtain a “Satisfactory” evaluation for both your report and your Employer Evaluation, a failing grade (F) will be entered on your transcript. If your report is marked “Unsatisfactory”, you will be given one (1) attempt to re-write and be provided with 30 days to make revisions and re-submit your report to the Co-op Office for re-evaluation by the technical evaluator.

The Technical Work Term Report is graded out of 100 points and will be assessed according to the following table.

<table>
<thead>
<tr>
<th>Literary Quality</th>
<th>25 Points</th>
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<tbody>
<tr>
<td>• Grammar</td>
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<td>• Spelling</td>
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<td>• Clarity</td>
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<td>• Style</td>
<td></td>
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<tr>
<td>• Structure/Flow</td>
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</table>

<table>
<thead>
<tr>
<th>Technical Quality</th>
<th>50 Points</th>
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</thead>
<tbody>
<tr>
<td>• Introduction</td>
<td></td>
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<tr>
<td>• Discussion: tables/figure presentation, analytical content, authority &amp; accuracy, thoroughness of treatment</td>
<td></td>
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<tr>
<td>• Conclusion</td>
<td></td>
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<tr>
<td>• Recommendations</td>
<td></td>
</tr>
<tr>
<td>• Appendix/ices (optional)</td>
<td></td>
</tr>
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<table>
<thead>
<tr>
<th>Report Requirements</th>
<th>25 Points</th>
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<tr>
<td>• Suitability of Topic</td>
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<td>• Cover &amp; Title Page</td>
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<td>• Letter of Transmittal</td>
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<td>• Proper Report Folder</td>
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<tr>
<td>• Table of Contents</td>
<td></td>
</tr>
<tr>
<td>• List of Figures/List of Tables</td>
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<tr>
<td>• List of Abbreviations/Glossary</td>
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<tr>
<td>• Preface/Forward</td>
<td></td>
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<tr>
<td>• Summary</td>
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<td>• References</td>
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</tbody>
</table>

**Excellent:** 80 to 100 points  
**Good:** 65 to 79 points  
**Satisfactory:** 50 to 64 points  
**Unsatisfactory:** 0 to 49 points
An overview of the Technical Work Term Report writing process is shown in the flowchart below:

1. **Determine Thesis/Topic**
   - Discuss topic and ideas for report with your supervisor.
   - Write your report according to guidelines provided in this workshop or company-specific guidelines.
   - Submit your report to your supervisor for review at least two weeks before your work term ends.
   - Have your supervisor determine the report’s degree of confidentiality.

2. **Non-Confidential**
   - Obtain approval from your supervisor for the report to be marked by an adjunct faculty member or teaching assistant.
   - Your report must be accompanied by the Work Term Report Release signed by your supervisor and the Faculty Evaluation of Work Term Report when you submit it to the Applied Science Co-op office.
   - Submit your report to the Applied Science Co-op office by the due date.
   - Your report will be marked by an adjunct faculty member or teaching assistant.

3. **Confidential**
   - To notify the Applied Science Co-op office that your report is confidential and will be marked by your supervisor, submit the following completed forms:
     - Work Term Report Release
     - Employee Evaluation of Confidential Report
   - It is your responsibility to ensure the Applied Science Co-op office reviews the completed Work Term Report Evaluation.
Objective
For your fourth Co-op work term, you will prepare an Engineering Technical Memo.

NOTE: If you participate in a sixth work term, you will have the option to complete another technical report, a technical memo, or an oral presentation.

Memo
The term “memo” derives from the Latin word “memorandum” meaning “a thing which must be remembered”. Memos and letters are common types of correspondence in the workplace. In contrast to a letter, a memo is a professional document designed to be read quickly. The memo should have only one main idea, be short and well-structured, and get to the point within the first paragraph, or the first sentence, if possible. Engineers and scientists use memos to make or respond to requests, provide updates and announcements, and sometimes to communicate a condensed version of a report.

Memos are often circulated, forwarded, and posted, which means they can reach large audiences. The email message evolved from the memo; email has become by far the most common form of workplace correspondence. Memos are often filed away for keeping and future reference which means the document can either come back to help you or haunt you. Typos or careless mistakes can result in costly errors, such as the need to re-circulate another memo to correct the previous error.

Principals of good technical writing, such as accuracy, clarity, knowing your audience, and using a professional tone, are important considerations when writing memos. Do not be fooled by the short length of the document; proper and effective memo writing can be more difficult than a full technical report.

Examples of technical memos:

<table>
<thead>
<tr>
<th>Type of Memo</th>
<th>Example</th>
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</thead>
<tbody>
<tr>
<td>Field Reports</td>
<td>• Soil Quality Changes in the Columbia Basin from April to July 2013</td>
</tr>
<tr>
<td></td>
<td>• Analysis and Comparison of Concrete Samples at Sites 1, 2, and 3</td>
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<tr>
<td></td>
<td>• Overview of Occupational and Safety Hazards at the New Afton Mine</td>
</tr>
<tr>
<td>Lab / Analytical Reports</td>
<td>• Extreme Temperature Effects on Bio-diesel Blends</td>
</tr>
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<td></td>
<td>• Limitations of Optical Lithography for Semiconductor Etching</td>
</tr>
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<td></td>
<td>• Statistical Analysis of Defects Found in Product X</td>
</tr>
<tr>
<td>Progress or Status Reports</td>
<td>• Status Report for Stage 2 of M-phone Testing</td>
</tr>
<tr>
<td></td>
<td>• New Production Numbers due to Manufacturing Line Improvements</td>
</tr>
<tr>
<td></td>
<td>• Top Construction Challenges Facing the George Massey Tunnel</td>
</tr>
<tr>
<td>Policy / Process / Operational Changes</td>
<td>• Updates to Test Script for Amazing Game XII</td>
</tr>
<tr>
<td></td>
<td>• Replacement of BC Hydro Energy Meters in the Lower Mainland</td>
</tr>
<tr>
<td></td>
<td>• Flex-time Procedures for Union and Non-Union Staff</td>
</tr>
<tr>
<td></td>
<td>• Amendment to Mechanical Changeover Procedure for Filler Machine</td>
</tr>
</tbody>
</table>

Assignment
The length of your Engineering Technical Memo will be between 650-1000 words, double-spaced, in a 12-point font (~ 3 pages). The word count does not include the header. Select a topic and type of memo that is relevant to your current work term. Consult the table above for examples and ideas, or speak with your employer, work colleagues, or a Co-op Coordinator.

A memo typically has several components, as described below.

1. Header
One of the defining features of a memo, the header is a compact block of information at the top of the document. Companies typically have their own template with a logo. The subject should be very specific. For example: “Report on Recycling” is too vague; “2013 Annual Report on the Recycling of Office Paper” is better. Spell the date out so there is no confusion (January 4, 2013 instead of 01/04/13). Become familiar with your company’s carbon-copy (cc) and blind carbon-copy (bcc) policies. Those who are cc’d should not necessarily know those who are bcc’d. An example of a Header is shown below.
INTEROFFICE MEMORANDUM

TO: 
FROM: 
SUBJECT: 
DATE: 
CC: 

2. Purpose / Problem

Immediately state your reason for the document. Keep in mind the five W’s: who, what, where, when, and why.

3. Summary

If your memo is only one page long, this section is not required. However, when the memo is more than a page, such as this assignment, consider including a summary section. It should do more than describe the content. A summary is like a mini-memo in a memo; therefore, it should include all key points and recommendations. Put all of your information up front. Practice being concise and learn how to summarize the content without repeating the same language in the body of the memo.

4. Discussion

This is the longest section of the memo. It includes all the details required to support your ideas. Sufficient background and discussion should be presented so that your memo will make sense if read a year or two later. Specific details should be included: the names and titles of people involved, links to previous memos, timelines, contract numbers, contact numbers, machine model numbers, next steps, etc. The discussion section should expand on all the points you made in your summary and provide strong evidence or justification to support these points. Sub-headings can be used.

You should use “active” verbs and keep your language simple and direct (this is not a descriptive story). It is possible to use the first person (“I”).

5. Action / Recommendation

The memo should finish with a call to action. A common statement like “if you have any questions, feel free to call me” is too vague and should not be used. Do not forget to include any steps that you plan to take next, or that you need others to take. Include a timeframe and contact information.

Detailed Section Information

The following table explains the purpose and suggested content of each memo section.

<table>
<thead>
<tr>
<th>Section</th>
<th>Purpose</th>
<th>Content</th>
</tr>
</thead>
</table>
| Header | Identifies the date, writer of report, intended audience and topic of the memo. | • Date: spelled out  
• To: name(s) & title(s)  
• From: name & title  
• CC: list of names & titles  
• Subject: as specific as possible |
| Purpose | To immediately inform the reader of the reason for the memo. | • Who are the stakeholders?  
• What is the situation?  
• Where does the situation take place?  
• When does the situation take place?  
• Why is it necessary to change / update; why are you writing this memo? |
| Summary | To summarize content of memo, mostly the discussion and recommendations. | • Key points  
• Key recommendations |
### Guidelines for Writing Co-op Assignments

#### Discussion

To provide enough information / evidence to justify your recommendations.

- Include necessary background information
- Expand on details of the situation
- Include data / findings
- Explain the result (e.g., theory behind change)

#### Action / Recommendations

To lay out the next steps with specific tasks and timelines.

- Based on the results / situation, describe your recommended course of action and next steps
- Be specific with clear roles (name & title) and responsibilities with timelines
- Include follow-up action for your audience and yourself

### Submission

The technical memo must be submitted by your work supervisor prior to submission via Connect. A signed Work Term Report Release Form must accompany your memo submission. Please see the work term checklist for specific deadlines (coop.apsc.ubc.ca/students/undergraduate/work-term-requirements).

Confidential Reports: If your supervisor deems your report to be confidential, you must have the Technical Memo Release Form completed and submitted by the deadline. Your supervisor must then grade the confidential memo and submit the completed Technical Memo Grade Form directly to the Co-op Office via email to apsc.coop@ubc.ca.

### Grading

A technical evaluator grades Technical Memos. Your memo will receive an overall evaluation on a scale ranging from “Excellent” to “Unsatisfactory”. Successful completion of your Co-op work term relies on the quality of your Work Term Assignment and a satisfactory Employer Evaluation from your employer. A pass (P) will be entered on your transcript for the completed Co-op work term.

If you fail to obtain a “Satisfactory” evaluation for both your memo and your Employer Evaluation, a failing grade (F) will be entered on your transcript. If your memo is marked “Unsatisfactory”, you will be given one (1) attempt to re-write and be provided with 30 days to make revisions and re-submit your report to the Co-op Office for evaluation by the technical evaluator.

The Technical Memo is graded out of 100 points and will be assessed according to the following table.

<table>
<thead>
<tr>
<th>Technical Quality</th>
<th>15 Points</th>
<th>Literary Quality</th>
<th>20 Points</th>
<th>Structure</th>
<th>65 Points</th>
</tr>
</thead>
<tbody>
<tr>
<td>5</td>
<td>10</td>
<td>10</td>
<td>5</td>
<td>10</td>
<td>25</td>
</tr>
</tbody>
</table>

- **Excellent:** 80 to 100 points
- **Good:** 65 to 79 points
- **Satisfactory:** 50 to 64 points
- **Unsatisfactory:** 0 to 49 points
APSC 411: Technical Oral Presentation

Objective
Throughout your professional engineering career, you will be expected to give a variety of presentations. You may find yourself hosting “lunch-and-learn” sessions to disseminate information to colleagues, outlining proposals to clients, or updating senior managers on your project outcomes. This Co-op oral presentation will provide you with the opportunity to gain practice with formal presentations.

Delivery of Presentation
After completing your fifth Co-op work term, you will deliver a formal, ten-minute technical oral presentation on an aspect of your work term or project. The presentation should include the following: an overview, summary, analytical content, ending with conclusions and recommendations.

Your presentation slides should be created using MS PowerPoint. If handouts are required, they must be provided to the Applied Science Co-op office at least two days prior to your scheduled seminar for copying and distribution at your presentation.

Students must sign up for presentation times through PD Portal when directed by Co-op Staff. Each student will receive feedback from Co-op representatives after their presentation, and a grade will be submitted. Presentation timetables will be scheduled with a new student presenting every 25 minutes. Students may invite their employers to attend.

Alternatively, students may wish to conduct their presentation for their supervisor or company on site before the completion of the work term. In this case, a coordinator may be able to attend to make the presentation. Contact the Co-op Office in advance of the presentation to make arrangements. If a coordinator is unable to attend, your Co-op supervisor will need to complete the Technical Oral Presentation Grade Form and submit it directly to the Co-op office via email at apsc.coop@ubc.ca.

Grading
A Technical Oral Presentation Release form is required. Your presentation will receive an overall evaluation on a scale ranging from “Excellent” to “Unsatisfactory”. Successful completion of your Co-op work term relies on the quality of your Work Term Assignment and a satisfactory Employer Evaluation from your employer. A pass (P) will be entered on your transcript for the completed Co-op work term.

If you fail to obtain a “Satisfactory” evaluation for both your presentation and your Employer Evaluation, a failing grade (F) will be entered on your transcript. If your presentation is marked “Unsatisfactory,” you will be given one (1) attempt to re-do it and will be provided with 30 days to make revisions and re-present.

The Technical Oral Presentation is graded out of 100 points and will be assessed according to the following table:

<table>
<thead>
<tr>
<th>Structure</th>
<th>20 Points</th>
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<tbody>
<tr>
<td>• Overall Structure of the Presentation (5 points)</td>
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<tr>
<td>• Knowledge of the Audience (5 points)</td>
<td></td>
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<tr>
<td>• Clarity &amp; Style (5 points each)</td>
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</table>

<table>
<thead>
<tr>
<th>Content</th>
<th>40 Points</th>
</tr>
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<tbody>
<tr>
<td>• Suitability of Topic (5 points)</td>
<td></td>
</tr>
<tr>
<td>• Reliability and Accuracy (10 points)</td>
<td></td>
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<td>• Analytic Content (10 points)</td>
<td></td>
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<td>• Thoroughness of Treatment (10 points)</td>
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<td>• Table/Figure Presentation (5 points)</td>
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<table>
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<tr>
<th>Expression</th>
<th>40 Points</th>
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<tbody>
<tr>
<td>• Quality of Visual Aids (10 points)</td>
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<tr>
<td>• Ability to Engage the Audience (10 points)</td>
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<tr>
<td>• Oral Communication Skills (20 points)</td>
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</tbody>
</table>

Excellent: 80 to 100 points
Good: 65 to 79 points
Satisfactory: 50 to 64 points
Unsatisfactory: 0 to 49 points

APSC 412: Your Choice of Technical Report, Technical Memo or Oral Presentation
See the appropriate section in regards to your Co-op assignment:
Technical Report - see APSC 310
Technical Memo - see APSC 410
Oral Presentation - see APSC 411
Resume Rubric

Student Name & Number: ___________________________________________________

Discipline: ________________________________________________________________

The resume rubric is used to assess resumes prepared by ‘conditionally accepted’ Co-op students for the Participant Assessment Review (PAR). The resume assessment constitutes 18 points out of the 100 points available for the PAR. Students must receive a PAR score of 64 or higher in order to pass PAR and receive formal admission into the Co-op program.

<table>
<thead>
<tr>
<th>CRITERIA</th>
<th>CONTENT (80 pts.)</th>
<th>MEETS STANDARDS</th>
<th>NEEDS IMPROVEMENT</th>
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<tbody>
<tr>
<td><strong>Appearance</strong></td>
<td>4 - 5 pts.</td>
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<td>4 - 5 pts.</td>
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<td>General format and components of</td>
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<td>Experience</td>
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<td>APSC 258</td>
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<td>Project) rather</td>
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<td>than the topic</td>
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<td></td>
<td></td>
<td>of the project.</td>
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</tr>
<tr>
<td><strong>Spelling &amp; Grammar</strong></td>
<td>4 - 5 pts.</td>
<td>2 - 3 pts.</td>
<td>0 - 1 pts.</td>
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<td></td>
<td></td>
<td>Resume is</td>
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<td>missing any one</td>
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<td>of the following</td>
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<td>major sections:</td>
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<td>Discipline</td>
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<td>Technical</td>
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<td>Skills</td>
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<td>Academic &amp; Co-</td>
<td>Co-op Status</td>
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<td>Op Status</td>
<td>Status</td>
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<td>Resume does not</td>
<td>Technical</td>
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<td>follow</td>
<td>Projects</td>
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<td>reverse</td>
<td>Technical</td>
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<td>chronological</td>
<td>Projects</td>
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<td>order.</td>
<td>Technical</td>
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<td>Resume is</td>
<td>Activities &amp;</td>
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<td>only</td>
<td>Interests</td>
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<td>readable to</td>
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<td>a wider</td>
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<td>audience.</td>
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<td>Resume could</td>
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<td>be made more</td>
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<td>concise with</td>
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<td>the removal of</td>
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<td>unnecessary</td>
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<td>words.</td>
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<td>Resume may</td>
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<td></td>
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<td>contain some</td>
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<td>errors in dates</td>
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<td></td>
<td></td>
<td>or details.</td>
<td></td>
</tr>
<tr>
<td><strong>Tone &amp; Style</strong></td>
<td>2 - 3 pts.</td>
<td>0 - 1 pts.</td>
<td>0 - 1 pts.</td>
</tr>
<tr>
<td></td>
<td></td>
<td>Resume is</td>
<td>Resume is</td>
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<tr>
<td></td>
<td></td>
<td>overly burdened</td>
<td>overly burdened</td>
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<td></td>
<td></td>
<td>with jargon</td>
<td>with jargon</td>
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<td></td>
<td></td>
<td>such that it</td>
<td>such that it</td>
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<td></td>
<td></td>
<td>limits the</td>
<td>limits the</td>
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<td>readership of</td>
<td>readership of</td>
</tr>
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<td></td>
<td></td>
<td>your resume.</td>
<td>your resume.</td>
</tr>
<tr>
<td></td>
<td></td>
<td>Resume is</td>
<td>Resume is</td>
</tr>
<tr>
<td></td>
<td></td>
<td>verb.</td>
<td>verb.</td>
</tr>
<tr>
<td><strong>Technical Skills Section</strong></td>
<td>4 - 5 pts.</td>
<td>2 - 3 pts.</td>
<td>0 - 1 pts.</td>
</tr>
<tr>
<td>Technical skills section contains</td>
<td></td>
<td>Resume is</td>
<td>Resume is</td>
</tr>
<tr>
<td>3, but no more than 4 columns.</td>
<td></td>
<td>not following</td>
<td>following</td>
</tr>
<tr>
<td>Technical skills are relevant to</td>
<td></td>
<td>the Co-op</td>
<td>the Co-op</td>
</tr>
<tr>
<td>target employers/industry.</td>
<td></td>
<td>resume.</td>
<td>resume.</td>
</tr>
<tr>
<td>All technical skills listed</td>
<td></td>
<td>Resume does not</td>
<td>Resume is</td>
</tr>
<tr>
<td>are demonstrated/proven in the</td>
<td></td>
<td>follow reverse</td>
<td>following</td>
</tr>
<tr>
<td>body of the resume.</td>
<td></td>
<td>chronological</td>
<td>chronological</td>
</tr>
<tr>
<td>All technical skills stated in</td>
<td></td>
<td>order.</td>
<td>order.</td>
</tr>
<tr>
<td>the body of the resume are</td>
<td></td>
<td>Resume is</td>
<td>Resume is</td>
</tr>
<tr>
<td>highlighted in the technical skills section.</td>
<td></td>
<td>overly burdened</td>
<td>overly burdened</td>
</tr>
<tr>
<td>Non-technical/transferable or 'soft' skills such as communication, teamwork, report writing, are NOT included.</td>
<td>2 - 3 pts.</td>
<td>0 - 1 pts.</td>
<td>0 - 1 pts.</td>
</tr>
<tr>
<td>Level of proficiency at skill is NOT stated.</td>
<td>2 - 3 pts.</td>
<td>0 - 1 pts.</td>
<td>0 - 1 pts.</td>
</tr>
<tr>
<td>Skills are concisely stated (i.e., MATLAB vs. using MATLAB or Total Station vs. Surveying Using Total Station) rather than the topic of the project.</td>
<td>2 - 3 pts.</td>
<td>0 - 1 pts.</td>
<td>0 - 1 pts.</td>
</tr>
<tr>
<td><strong>Major Sections</strong></td>
<td>16 - 20 pts.</td>
<td>10 - 15 pts.</td>
<td>0 - 9 pts.</td>
</tr>
<tr>
<td>Academic &amp; Co-op Status correct</td>
<td></td>
<td>Resume is</td>
<td>Academic &amp; Co-</td>
</tr>
<tr>
<td>and complete as of the start of</td>
<td></td>
<td>not following</td>
<td>Co-op Status</td>
</tr>
<tr>
<td>the start of summer job search</td>
<td></td>
<td>the Co-op</td>
<td>section is</td>
</tr>
<tr>
<td>term (i.e., January).</td>
<td></td>
<td>resume.</td>
<td>incorrect and/or</td>
</tr>
<tr>
<td>Education section contains correct</td>
<td></td>
<td>Resume is</td>
<td>missing.</td>
</tr>
<tr>
<td>title of degree program and</td>
<td></td>
<td>not following</td>
<td>Education section</td>
</tr>
<tr>
<td>expected date of completion.</td>
<td></td>
<td>the Co-op</td>
<td>does not include</td>
</tr>
<tr>
<td>Professional Affiliations are</td>
<td></td>
<td>resume.</td>
<td>title of current</td>
</tr>
<tr>
<td>relevant, listed clearly and</td>
<td></td>
<td>Resume is</td>
<td>degree program</td>
</tr>
<tr>
<td>concisely and includes</td>
<td></td>
<td>overly burdened</td>
<td>expected date of</td>
</tr>
<tr>
<td>Awards section (if applicable)</td>
<td></td>
<td>with jargon</td>
<td>completion.</td>
</tr>
<tr>
<td>Publication section (if applicable)</td>
<td></td>
<td>such that it</td>
<td></td>
</tr>
<tr>
<td>Activities and Interests section</td>
<td></td>
<td>limits the</td>
<td></td>
</tr>
<tr>
<td>reflects broader, relevant interests in a concise, eye-pleasing format.</td>
<td>10 - 15 pts.</td>
<td>0 - 9 pts.</td>
<td>0 - 9 pts.</td>
</tr>
<tr>
<td><strong>Accomplishment Statements</strong></td>
<td>16 - 20 pts.</td>
<td>10 - 15 pts.</td>
<td>0 - 9 pts.</td>
</tr>
<tr>
<td>Accomplishment statements are</td>
<td></td>
<td>Resume is</td>
<td>Academic &amp; Co-</td>
</tr>
<tr>
<td>developed (i.e., verb + task +</td>
<td></td>
<td>not following</td>
<td>Co-op Status section</td>
</tr>
<tr>
<td>result). Accomplishments are</td>
<td></td>
<td>the Co-op</td>
<td>is incorrect and/or</td>
</tr>
<tr>
<td>quantified and qualified where</td>
<td></td>
<td>resume.</td>
<td>missing.</td>
</tr>
<tr>
<td>appropriate.</td>
<td></td>
<td>Resume is</td>
<td>Education section</td>
</tr>
<tr>
<td>Accomplishment statements use a</td>
<td></td>
<td>overly burdened</td>
<td>does not include</td>
</tr>
<tr>
<td>variety of action verbs.</td>
<td></td>
<td>with jargon</td>
<td>title of current</td>
</tr>
<tr>
<td>Transferable skills have been</td>
<td></td>
<td>such that it</td>
<td>degree program</td>
</tr>
<tr>
<td>successfully incorporated into</td>
<td></td>
<td>limits the</td>
<td>expected date of</td>
</tr>
<tr>
<td>description of roles and</td>
<td></td>
<td>readership of</td>
<td>completion.</td>
</tr>
<tr>
<td>responsibilities.</td>
<td></td>
<td>your resume.</td>
<td></td>
</tr>
<tr>
<td>Accomplishments are simply a list</td>
<td></td>
<td>Resume is</td>
<td>Resume is</td>
</tr>
<tr>
<td>of job tasks.</td>
<td></td>
<td>overly burdened</td>
<td>overly burdened</td>
</tr>
<tr>
<td>Descriptions do not emphasize</td>
<td></td>
<td>with jargon</td>
<td>with jargon</td>
</tr>
<tr>
<td>accomplishments that focus on</td>
<td></td>
<td>such that it</td>
<td>focuses on doing</td>
</tr>
<tr>
<td>doing things cheaper, faster,</td>
<td></td>
<td>limits the</td>
<td>things cheaper,</td>
</tr>
<tr>
<td>better.</td>
<td></td>
<td>readership of</td>
<td>faster, better.</td>
</tr>
<tr>
<td>Statements are not quantified or</td>
<td></td>
<td>your resume.</td>
<td></td>
</tr>
<tr>
<td>qualified when possible.</td>
<td></td>
<td>Resume is</td>
<td>Resume is</td>
</tr>
<tr>
<td>Action verbs are missing or only</td>
<td></td>
<td>overly burdened</td>
<td>overly burdened</td>
</tr>
<tr>
<td>a select few verbs are repeatedly</td>
<td></td>
<td>with jargon</td>
<td>with jargon</td>
</tr>
<tr>
<td>used throughout resume.</td>
<td></td>
<td>such that it</td>
<td>focuses on doing</td>
</tr>
<tr>
<td>Transferable skills have not been</td>
<td></td>
<td>limits the</td>
<td>things cheaper,</td>
</tr>
<tr>
<td>incorporated into description of</td>
<td></td>
<td>readership of</td>
<td>faster, better.</td>
</tr>
<tr>
<td>roles and responsibilities.</td>
<td></td>
<td>your resume.</td>
<td></td>
</tr>
</tbody>
</table>

**TOTAL RESUME SCORE**

/ 100
The cover letter rubric is used to assess cover letters prepared by conditionally accepted Co-op students for the Participant Assessment Review (PAR). The cover letter assessment constitutes 18 points out of the 100 points available for the PAR. Students must receive a PAR score of 64 or higher in order to pass PAR and receive formal admission into the Co-op program.

<table>
<thead>
<tr>
<th>CRITERIA</th>
<th>EXCELLENT</th>
<th>MEETS STANDARDS</th>
<th>NEEDS IMPROVEMENT</th>
</tr>
</thead>
<tbody>
<tr>
<td>Appearance</td>
<td>10-20 pts.</td>
<td>8-10 pts.</td>
<td>0 pts.</td>
</tr>
<tr>
<td>Structure</td>
<td>10-20 pts.</td>
<td>8-10 pts.</td>
<td>0 pts.</td>
</tr>
<tr>
<td>Spelling &amp; Grammar</td>
<td>5 pts.</td>
<td>3 pts.</td>
<td>0 pts.</td>
</tr>
</tbody>
</table>

**CONTENT (80pts.)**

- This paragraph demonstrates you have taken the time to research the company.
- States the position you are applying for and why you are interested in the position, company or industry.
- Highlights the skills, knowledge and attributes you can bring to the organization that would make you an asset to the team.
- Identifies any personal connections you have at the company.
- Successfully captures the reader's interest such that they continue to read your letter and resume in full.

**FORMATING (20pts.)**

- Cover letter contains 4 to 6 of the required 7 components of a well-structured cover letter.
- There are no spelling or grammatical errors.
- The cover letter is written using a professional business-like tone, with an emphasis on what you can do for the employer (i.e., reader-centred) rather than what they can do for you (i.e., writer-centred).
- Sentences vary in length and structure, and the content flows logically and easily.
- All unnecessary words are eliminated to ensure clarity and conciseness.

**TOTAL COVER LETTER SCORE**

<table>
<thead>
<tr>
<th>MEETS STANDARDS</th>
<th>50-79pts.</th>
<th>0-49pts.</th>
</tr>
</thead>
<tbody>
<tr>
<td>8-10 pts.</td>
<td>10 - 15 pts.</td>
<td>0 - 9 pts.</td>
</tr>
<tr>
<td>13 - 19 pts.</td>
<td>16 - 20 pts.</td>
<td>0 - 1 pts.</td>
</tr>
<tr>
<td>13 - 19 pts.</td>
<td>16 - 20 pts.</td>
<td>0 - 1 pts.</td>
</tr>
<tr>
<td>10 - 15 pts.</td>
<td>13 - 19 pts.</td>
<td>0 - 1 pts.</td>
</tr>
<tr>
<td>5 - 7 pts.</td>
<td>8 - 10 pts.</td>
<td>0 - 4 pts.</td>
</tr>
</tbody>
</table>
The mock interview rubric is used to assess the interview skills of ‘conditionally accepted’ Co-op students for the Participant Assessment Review (PAR). The mock interview assessment constitutes 18 points out of the 100 points available for the PAR. Students must receive a PAR score of 64 or higher in order to pass PAR and receive formal admission into the Co-op program.

<table>
<thead>
<tr>
<th>CRITERIA</th>
<th>EXCELLENT</th>
<th>MEETS STANDARDS</th>
<th>NEEDS IMPROVEMENT</th>
</tr>
</thead>
<tbody>
<tr>
<td>Appearance /5</td>
<td>“Dressed business casual (i.e., no jeans).”</td>
<td>Dressed business casual, but not necessarily professional in nature.</td>
<td>Dressed in jeans; no evidence effort made to dress business casual.</td>
</tr>
<tr>
<td></td>
<td>Neat and well groomed.</td>
<td>Appears neat and groomed.</td>
<td>Appeared unkempt.</td>
</tr>
<tr>
<td></td>
<td>On time.</td>
<td>On time.</td>
<td>Late.</td>
</tr>
<tr>
<td></td>
<td>4 - 5 pts.</td>
<td>2 - 3 pts.</td>
<td>0 - 1 pts.</td>
</tr>
<tr>
<td>Gestures /5</td>
<td>Gestures, when used, fully facilitated or enhanced the response.</td>
<td>Some gestures used were distracting.</td>
<td>Gestures were very distracting and did not add to the effectiveness of the response.</td>
</tr>
<tr>
<td></td>
<td>Gestures were not distracting and were used appropriately.</td>
<td>Some fidgeting present.</td>
<td>Constant fidgeting was distracting.</td>
</tr>
<tr>
<td></td>
<td>No fidgeting.</td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td>4 - 5 pts.</td>
<td>2 - 3 pts.</td>
<td>0 - 1 pts.</td>
</tr>
<tr>
<td>Eye Contact /5</td>
<td>Student maintains sustained, appropriate, and natural eye contact and is generally engaged in the interview.</td>
<td>Eye contact is intermittent or inconsistent, but is generally natural.</td>
<td>Limited or no eye contact.</td>
</tr>
<tr>
<td></td>
<td>Student seemed disengaged or disinterested in the interview.</td>
<td>Student seemed disengaged or disinterested in interview.</td>
<td>Student seemed disengaged with interviewer.</td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td>4 - 5 pts.</td>
<td>2 - 3 pts.</td>
<td>0 - 1 pts.</td>
</tr>
<tr>
<td>Body Language /10</td>
<td>Exhibits good posture; sits up straight in chair.</td>
<td>Exhibited good posture at times, but poor posture at other times.</td>
<td>Exhibits poor posture; slouched in chair.</td>
</tr>
<tr>
<td></td>
<td>Appears attentive; seems natural and at ease.</td>
<td>Body language difficult to read; neither interested or disinterested.</td>
<td>Appears disinterested; unnatural or restless.</td>
</tr>
<tr>
<td></td>
<td>8-10 pts.</td>
<td>5 - 7 pts.</td>
<td>0 - 4 pts.</td>
</tr>
<tr>
<td>Language, Voice /10</td>
<td>Projects voice appropriately; neither too loud or too soft, uses a positive tone.</td>
<td>Voice is either too loud or too soft.</td>
<td>Speaks softly and very hard to hear, or mumbles words; negative tone.</td>
</tr>
<tr>
<td></td>
<td>Speaks at appropriate rate of speed; neither too fast or too slow.</td>
<td>Speaks either too fast or too slow.</td>
<td>Speaks too loud for the situation.</td>
</tr>
<tr>
<td></td>
<td>Avoids use of casual words such as “yeah”, “ya know”, “stuff”, or filler words such as “uhm” or “like”.</td>
<td>Sometimes uses casual words such as “yeah”, “ya know”, “stuff”, or filler words such as “uhm” or “like”.</td>
<td>Frequently uses casual words and filler words to the point that it is either distracting or unprofessional.</td>
</tr>
<tr>
<td></td>
<td>Stays on topic and avoids long and meandering responses.</td>
<td>Stays mostly on topic and tends to have long responses.</td>
<td>Does not stay on topic and has very long and meandering responses.</td>
</tr>
<tr>
<td></td>
<td>8 - 10 pts.</td>
<td>5 - 7 pts.</td>
<td>0 - 4 pts.</td>
</tr>
<tr>
<td>START Technique /20</td>
<td>Answers follow the START technique: Situation Task Action Result Transfer</td>
<td>Answers attempt to follow the START technique, but missed one of the five parts of the answer.</td>
<td>No effort made to follow the START technique or no answer given.</td>
</tr>
<tr>
<td></td>
<td>16 - 20 pts.</td>
<td>10 - 15 pts.</td>
<td>0 - 9 pts.</td>
</tr>
<tr>
<td>Content /20</td>
<td>Provides specific, relevant examples of skills and experience that directly relates to the question.</td>
<td>Provides a weak example of skills and experience that directly relates to the question, or provides a specific example that does not relate to the question.</td>
<td>Struggles to answer questions.</td>
</tr>
<tr>
<td></td>
<td>16 - 20 pts.</td>
<td>10 - 15 pts.</td>
<td>0 - 9 pts.</td>
</tr>
<tr>
<td>Question /10</td>
<td>Asks an intelligent and relevant question, suggesting the student had prepared for the interview and anticipated an appropriate question prior to the interview.</td>
<td>Asks a question, but the question could be more specific or relevant to the particular job.</td>
<td>No question prepared for the interviewer.</td>
</tr>
<tr>
<td></td>
<td>8 - 10 pts.</td>
<td>5 - 7 pts.</td>
<td>0 - 4 pts.</td>
</tr>
<tr>
<td>Handshake /5</td>
<td>Strong professional handshake; neither too tight or too limp.</td>
<td>Handshake is either too tight or too limp.</td>
<td>No handshake.</td>
</tr>
<tr>
<td></td>
<td>4 - 5 pts.</td>
<td>2 - 3 pts.</td>
<td>0 - 1 pts.</td>
</tr>
<tr>
<td>References /10</td>
<td>Provides the names of at least two appropriate people (i.e., references from work or volunteer experience) along with their contact information and their relationship to the interviewee.</td>
<td>Provides the names of only character references (i.e., friends, relatives, etc.)</td>
<td>No references provided.</td>
</tr>
<tr>
<td></td>
<td>References are listed on separate piece of paper with the name of the student interviewer, school and Co-op program at the top of the page.</td>
<td>Relationship to reference correct contact information Name of student missing from list of references.</td>
<td>References are hand written on a piece of paper.</td>
</tr>
<tr>
<td></td>
<td>8 - 10 pts.</td>
<td>5 - 7 pts.</td>
<td>0 - 4 pts.</td>
</tr>
</tbody>
</table>

**TOTAL MOCK INTERVIEW SCORE / 100**
Transferable Skills

Ability to delegate  Ability to implement  Ability to plan
Ability to train  Accurate  Adaptable
Aggressive work  Analytical ability  Assertive
Communication skills  Competitive  Creative
Customer oriented  Detail minded  Ethical
Follow instructions  Follow through  Follow up
High energy  Industrious  Innovative
Leadership  Multitasking  Open communication
Open minded  Oral communication  Organizational skills
Persuasive  Problem solving  Public speaking
Results oriented  Safety conscious  Self-accountable
Self-managing  Setting priorities  Supportive
Takes initiative  Team building  Team player
Tenacious  Willing to travel

*Reported by Resumix, a leading producer of résumé-scanning software.
### Assignment 2 - Personal Attributes

Review the list of words and check the five words that you believe best describe you. As you choose, keep in mind that employers want you to be able to support your statements by providing specific examples.

- Academic
- Active
- Adaptable
- Ambitious
- Artistic
- Assertive
- Able to meet deadlines
- Able to prioritize
- Articulate
- Attentive to detail
- Broad-minded
- Businesslike
- Calm
- Clever
- Competent
- Capable
- Careful
- Cheerful
- Communicative
- Confident
- Conscientious
- Conservative
- Courageous
- Considerate
- Cooperative
- Democratic
- Dependable
- Detailed-oriented
- Determined
- Dynamic
- Dedicated
- Diplomatic
- Diligent
- Easy going
- Efficient
- Empathic
- Energetic
- Enterprising
- Enthusiastic
- Fast learner
- Helpful
- Flexible
- Focused
- Friendly
- Generous
- Honest
- Humorous
- Idealistic
- Imaginative
- Intelligent
- Ingenious
- Inventive
- Independent
- Innovative
- Kind
- Logical
- Loyal
- Mature
- Meticulous
- Moderate
- Modest
- Natural
- Obliging
- Open minded
- Outgoing
- Opportunistic
- Optimistic
- Organized
- Original
- Persevering
- Practical
- Persuasive
- Positive
- Proactive
- Professional
- Problem solver
- Productive
- Punctual
- Realistic
- Reflective
- Reliable
- Resourceful
- Responsible
- Self-confident
- Self-motivated
- Sensitive
- Sincere
- Strong
- Sympathetic
- Tactful
- Team player
- Tenacious
- Thorough
- Thoughtful
- Tolerant
- Trustworthy
- Understanding
- Versatile
- Warm
- Well-organized
- Wise
- Witty
- Work well under stress
Assignment 3 - Working on Your Weaknesses

Write down three weaknesses you had / have and what you have done / will do to overcome them. Be specific about what steps you took / will take to develop these strengths.

<table>
<thead>
<tr>
<th>Weakness</th>
<th>Plans to overcome weakness</th>
</tr>
</thead>
<tbody>
<tr>
<td>1.</td>
<td></td>
</tr>
<tr>
<td>2.</td>
<td></td>
</tr>
<tr>
<td>3.</td>
<td></td>
</tr>
</tbody>
</table>
Assignment 4 – Skills Inventory

Work Experience Inventory

Please refer to Chapter 6: Assessing Yourself and Your Skills in the Student Handbook and your current résumé, that you submitted with your co-op application, and complete the following charts. Please input a complete inventory for at least one position that you have held.

<table>
<thead>
<tr>
<th>Co. Name Position</th>
<th>Job 1</th>
<th>Job 2</th>
<th>Job 3</th>
</tr>
</thead>
<tbody>
<tr>
<td>Start / End (MMM YY)</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>What did your duties include?</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>What were your major achievements?</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>With whom did you interact?*</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>What did you like most about your work?</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>What did you like least about your work?</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Adjectives / phrases your manager would use to describe you &amp; your work.</td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>
Volunteer / Extracurricular Experience Inventory

Please refer to your current résumé and think of past volunteer or extracurricular experiences you have been involved with in order to complete this exercise.

<table>
<thead>
<tr>
<th>Org. / Team Position</th>
<th>Volunteer 1</th>
<th>Volunteer 2</th>
<th>Volunteer 3</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Start / End (MMM YY)</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>What did your duties include?</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>What was your role within the team?</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>What were your major achievements?</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>With whom did you interact?</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>What did you like most about your position?</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>What did you like least about your position?</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Adjectives / phrases your group would use to describe you and your work.</td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>
## Technical Experience Inventory

Please refer to your current résumé and think of technical projects or clubs that you have been involved with to complete the Technical Experience Inventory.

<table>
<thead>
<tr>
<th>Project Name</th>
<th>Project 1</th>
<th>Project 2</th>
<th>Project 3</th>
</tr>
</thead>
<tbody>
<tr>
<td>Club / Course</td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

| Start / End (MMM YY) |           |           |           |

| What did your duties include? |           |           |           |

| What was the goal of the project? |           |           |           |

| What were your major achievements? |           |           |           |

| What technical skills did you gain through this experience? |           |           |           |

| Adjectives / phrases your supervisor or team members use to describe you & your work. |           |           |           |
Assignment 7 – Your Personal 30-Second Summary

Write an email version of your personal 30-second summary that you can send to family and friends so that they can help you in your independent job search. Ensure that the spelling and grammar is correct before you send it out – remember first impressions are lasting. Use the online workshop 2 module 2 and the student handbook as references during this assignment.
Start NETWORKING here….

Someone who has the same Major or concentration as mine:

Someone who has a similar career goal to mine:

Someone who is planning to attend grad school in my field of study:

Someone who has or has had a job I think I would like:

Someone who knows of a professional association for people in my field:

Someone who knows a professional working in my field:

…and keep on NETWORKING…
**Assignment 9 - Creating an “Accomplishment Example Bank”**

Brainstorm experiences that you can talk about in job interviews using the online workshop 2 module 2 and the student handbook as a guide. Each box is a potential situation that you may have experienced and have a good “story” to tell as a result. For each accomplishment category (row) in the table try to fill in at least one box with a few words that represent an event or accomplishment you can expand on later.

<table>
<thead>
<tr>
<th>Accomplishment Categories</th>
<th>Work Experience</th>
<th>Volunteer Experience</th>
<th>Projects or Labs</th>
<th>Community Involvement</th>
<th>Clubs / Professional Affiliations</th>
<th>Sports / Activities</th>
</tr>
</thead>
<tbody>
<tr>
<td>Demonstrated leadership</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Solved a problem</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Worked as part of a team</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Handled challenging environment</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Met or missed a deadline</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Demonstrated commitment towards achieving a goal</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Exhibited communication skills</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Increased company profits/ productivity</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>
DOMESTIC WORK TERM AGREEMENT AND WAIVER OF LIABILITY

I, ______________________________________, ______________________________________
(name of student) (student number)

a student enrolled in the Applied Science Engineering Co-operative Education Program of the University of British Columbia (hereinafter called the “University”) accept a work term with

__________________________________________
(name of employer)

__________________________________________
(address of employer)

(thereinafter called the “Co-op Placement”).

In consideration of being permitted to participate in the Co-op placement associated with the Co-operative Education Program at the University of British Columbia, I hereby:

1) ACKNOWLEDGE that I have been informed of the nature of the employment with the Co-op employer, the responsibilities that I may be expected to assume, and the risks known to the University that may be associated with the Co-op Placement.

2) Without restricting the generality of the foregoing, the risks include:
   a) injuries suffered:
      (i) in the course of employment with the Co-op Employer
      (ii) by the acts of third parties including acts that would be regarded as criminal acts under Canadian law, and
      (iii) by being a passenger in or operating a motor vehicle, boat, bicycle or any similar means of transportation or being a passenger in or on an airplane, bus, taxi, boat, or other means of transportation
   b) standards of criminal justice that vary by province.

3) ACKNOWLEDGE that I have informed the University of any physical or medical limitations, allergies, or other conditions that may affect my participation in the activities of the Co-op Placement or that may be associated with the Co-op Placement.

4) ACKNOWLEDGE that I am exclusively responsible for making all travel arrangements that may be associated with the Co-op Placement and that notwithstanding that the University may provide information to me with regard to travel arrangements, the University does not warrant the safety of any carrier and the University is not responsible for the acts or omissions of any carrier.
5) ACKNOWLEDGE that I am exclusively responsible for making all arrangements for my accommodation during the period of the Co-op Placement and that notwithstanding that the University may provide information to me with regard to accommodations, the University does not warrant the quality or safety of any accommodation and the University is not responsible for the acts or omissions of the operators of any place of accommodation.

6) AGREE that I will pay all of my travel, accommodation, food and other personal expenses associated with my participation in the Co-op Placement other than those expenses that the University or the Co-op employer has expressly agreed in writing to pay.

7) CONSENT to the disclosure by the University of British Columbia during the period of my participation in the Co-op Placement of any personal information that is in the possession of the University, other than records of my academic performance, that may be necessary in any or all of the following circumstances:
   a) To a hospital, supervising medical personnel, provider of medical treatment or next of kin where a representative of the University is informed that I may require medical attention or treatment,
   b) To an official of the Canadian Government, an airline on which I am booked as a passenger or an agency that is responsible for my travel arrangements where a representative of the University is informed that the information is required to facilitate my travel in conjunction with the Co-op Placement.
   c) To law enforcement authorities where the University is informed that the information is required to assist me.

8) AGREE to abide by all the University and Faculty Co-operative Education regulations.

9) AGREE to assume all of the risks related to any personal injuries to me, or damage to property or loss to my property, of whatsoever nature or kind howsoever arising out of my participation in the Co-op Placement.

10) AGREE that the University reserves the right to terminate my enrollment in the Co-op Placement if the University determines that I am not performing satisfactorily in the placement or if I fail to adhere to the standards of public conduct.

11) I WAIVE, RELEASE AND DISCHARGE THE UNIVERSITY OF BRITISH COLUMBIA, the members of the University’s Board of Governors and anyone employed by or acting on behalf of the University from any and all claims, causes of action, and any liability for personal injury, death, damage to property or loss of whatsoever nature or kind and howsoever caused which I or my heirs, executors, administrators, or anyone else may have arising out of my participation in International Co-op Placement.

12) If the University is also the Co-op Employer, the waiver set out in paragraph 11 shall not apply to claims that I may have against the University as a sole result of my employment relationship with the University.

13) I acknowledge that prior to signing this form, I have read and understood this agreement and waiver of liability in its entirety and I am aware that by signing this document, I am affecting the legal rights of myself, my heirs, next of kin, executors, administrators and assigns.

Dated at ________________, Province of British Columbia, this ______ day of __________________, 20___.

_________________________  _____________________________
Signature of Witness       Signature of Student
UNIVERSITY OF BRITISH COLUMBIA
FACULTY OF APPLIED SCIENCE
CO-OPERATIVE EDUCATION PROGRAM

INTERNATIONAL WORK TERM AGREEMENT AND WAIVER OF LIABILITY

I, ____________________________,
(name of student) ____________________________,
(student number)

a student enrolled in the Applied Science Engineering Co-operative Education Program of the University of British Columbia (hereinafter called the “University”) accept a work term with

_______________________________
(name of employer)

_______________________________
(address of employer)

(hereinafter called the “International Co-op Placement”).

In consideration of being permitted to participate in the International Co-op placement associated with the Co-operative Education Program at the University of British Columbia, I hereby:

1) ACKNOWLEDGE that I have been informed of the nature of the employment with the International Co-op employer, the responsibilities that I may be expected to assume, and the risks known to the University that may be associated with the International Co-op Placement.

2) Without restricting the generality of the foregoing, the risks include:
   a) injuries suffered:
      (i) in the course of employment with the Co-op Employer
      (ii) by the acts of third parties including acts that would be regarded as criminal acts under Canadian law, and
      (iii) by being a passenger in or operating a motor vehicle, boat, bicycle or any similar means of transportation or being a passenger in or on an airplane, bus, taxi, boat, or other means of transportation
   b) illnesses and the lack of medical personnel or medical facilities to treat injuries or illnesses, and
   c) standards of criminal justice that are different than Canadian standards.
3) ACKNOWLEDGE that due to the international aspect of the International Co-op placement, circumstances beyond the control of the University of British Columbia may arise including war, civil unrest, or natural disasters that may require a modification or termination of my work term.

4) ACKNOWLEDGE that I have informed the University of any physical or medical limitations, allergies, or other conditions that may affect my participation in the activities of the International Co-op Placement or that may be associated with the International Co-op Placement.

5) ACKNOWLEDGE that I have been advised to arrange for extended medical insurance coverage on my own account that will cover any medical or hospital expenses that I may incur during the period of the International Co-op Placement.

6) ACKNOWLEDGE that I am responsible for obtaining any visas or permits that may be necessary with regard to my travel to foreign countries.

7) ACKNOWLEDGE that I am responsible for obtaining any vaccinations or inoculations that are recommended or required by the government of a foreign country in which I will be travelling or by the Canadian Government for persons entering Canada from a foreign country.

8) ACKNOWLEDGE that I am not required to undertake the International Co-op Placement in order to complete the requirements of my academic program and that I have the option of substituting another Co-op placement in place of a International Co-op Placement.

9) ACKNOWLEDGE that I am exclusively responsible for making all travel arrangements that may be associated with the International Co-op Placement and that notwithstanding that the University may provide information to me with regard to travel arrangements, the University does not warrant the safety of any carrier and the University is not responsible for the acts or omissions of any carrier.

10) ACKNOWLEDGE that I am exclusively responsible for making all arrangements for my accommodation during the period of the International Co-op Placement and that notwithstanding that the University may provide information to me with regard to accommodations, the University does not warrant the quality or safety of any accommodation and the University is not responsible for the acts or omissions of the operators of any place of accommodation.

11) AGREE to notify the Coordinator of my International Co-op Placement of my planned itinerary for the International Co-op Placement including any extended personal travel.

12) AGREE that I will pay all of my travel, accommodation, food and other personal expenses associated with my participation in the International Co-op Placement other than those expenses that the University or the Co-op employer has expressly agreed in writing to pay.
13) CONSENT to the disclosure by the University of British Columbia during the period of my participation in the International Co-op Placement of any personal information that is in the possession of the University, other than records of my academic performance, that may be necessary in any or all of the following circumstances:

a) To a hospital, supervising medical personnel, provider of medical treatment or next of kin where a representative of the University is informed that I may require medical attention or treatment,

b) To an official of a Canadian Consulate or the Canadian Government, an airline on which I am booked as a passenger, or an agency that is responsible for my travel arrangements where a representative of the University is informed that the information is required to satisfy the immigration or visa requirements of any country in which I am travelling or plan to travel, or to facilitate my travel in conjunction with the International Co-op Placement.

c) To law enforcement authorities where the University is informed that the information is required to assist me.

14) AGREE to abide by all the University and Faculty Co-operative Education regulations.

15) AGREE to assume all of the risks related to any personal injuries to me, or damage to property or loss to my property, of whatsoever nature or kind howsoever arising out of my participation in the International Co-op Placement.

16) AGREE that the University reserves the right to terminate my enrollment in the International Co-op Placement if the University determines that I am not performing satisfactorily in the placement or if I fail to adhere to the standards of public conduct that prevail in the geographic area of the placement.

17) I WAIVE, RELEASE AND DISCHARGE THE UNIVERSITY of BRITISH COLUMBIA, the members of the University’s Board of Governors and anyone employed by or acting on behalf of the University from any and all claims, causes of action, and any liability for personal injury, death, damage to property or loss of whatsoever nature or kind and howsoever caused which I or my heirs, executors, administrators, or anyone else may have arising out of my participation in International Co-op Placement.

18) I acknowledge that prior to signing this form, I have read and understood this agreement and waiver of liability in its entirety and I am aware that by signing this document, I am affecting the legal rights of myself, my heirs, next of kin, executors, administrators and assigns.

Dated at ________________, Province of British Columbia, this ____ day of _________ , 20__.  

_________________________  __________________________
Signature of Witness  Signature of Student
# UBC Engineering Co-op

## Work Term Sequence Change Form

**Name:** ___________________________  **Student Number:** _______________

**Discipline:** ___________________________  **Date of Request:** _______________

**INSTRUCTIONS:**

You are required to complete each table below by filling out the relevant details of your original Co-op/Academic schedule indicating the cycle of academic ("study") terms (e.g. S3, S4 represents year 2) and proposed work terms (e.g. WT1, WT2, WT3, WT4, WT5). Complete each field in the tables below, with each table showing the commencement of your degree program, each planned work term, any term you were unplaced ("UN"), requested changes (including: "OFF" = miss a work term; "EXCH" = international exchange) and the term in which you plan to graduate (e.g. "GRAD").

Sequence modifications are to be submitted to the Co-op Office four-months prior to the term impacted (see page 2 of this form). Please consult a Co-op Coordinator regarding any questions and or if you have missed the deadline.

### Original Undergraduate Co-op Schedule:

<table>
<thead>
<tr>
<th>Year*</th>
<th>Fall (T1) (Sep – Dec)</th>
<th>Winter (T2) (Jan – Apr)</th>
<th>Summer (May – Aug)</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>S1</td>
<td>S2</td>
<td>off</td>
</tr>
<tr>
<td></td>
<td>S3</td>
<td>S4</td>
<td>WT-1</td>
</tr>
<tr>
<td></td>
<td>WT-2</td>
<td>S5</td>
<td>WT-3</td>
</tr>
<tr>
<td></td>
<td>S6</td>
<td>WT-4</td>
<td>WT-5</td>
</tr>
<tr>
<td></td>
<td>S7</td>
<td>S8</td>
<td>GRAD</td>
</tr>
</tbody>
</table>

*Please enter the calendar years in the left column (e.g. 2013/2014)

†This schedule is the original standard Co-op schedule. Students in: OPEN, ELEC, ENVE, and IGEN may have alternate ‘standard’ schedules.

### Proposed Co-op Schedule:

<table>
<thead>
<tr>
<th>Year*</th>
<th>Fall (T1) (Sep – Dec)</th>
<th>Winter (T2) (Jan – Apr)</th>
<th>Summer (May – Aug)</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>S1</td>
<td>S2</td>
<td>off</td>
</tr>
<tr>
<td></td>
<td>S3</td>
<td>S4</td>
<td></td>
</tr>
</tbody>
</table>

*Please enter the calendar years in the left column (e.g. 2013/2014)

**Reason for change request:**
Remember:

- Ensure to outline your reason for this requested change to the standard Co-op work term sequence.
- In order to graduate with Co-op Standing, it is a requirement to have successfully completed a minimum of four work terms with at least one work term in each of the summer, fall and winter terms.
- You can request to add an additional work term, up to a total of six work terms.
- Your final term prior to graduation must be academic, i.e. a “study” term (e.g. S8, S9).
- Please complete this form and drop off, fax or email it the Administrative Manager, Engineering Co-op prior to the due dates outlined in the UBC Engineering Co-op Terms & Conditions (listed below):
  - Schedule change requests must be received by the following dates:
    a) December 31st for Summer term (May to August)
    b) April 30th for Fall (T1) term (September – December)
    c) August 31st for Winter (T2) term (January – April)
# ENGINEERING CO-OP WITHDRAWAL REQUEST FORM - UNDERGRADUATE

Completion of this form is required for withdrawal from the Engineering Co-op Program.

Please complete and email this form to AskMe.EngCoop@ubc.ca for review and processing. You will receive a confirmation email that the form has been received and your withdrawal request will be processed. If any additional information is required, you will be contacted by phone or email.

<table>
<thead>
<tr>
<th>Date (yy/mm/dd):</th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>Student First Name:</td>
<td></td>
</tr>
<tr>
<td>Student Last Name:</td>
<td></td>
</tr>
<tr>
<td>UBC Student Number:</td>
<td></td>
</tr>
<tr>
<td>Current Email Address:</td>
<td></td>
</tr>
<tr>
<td>Current Daytime Phone Number:</td>
<td></td>
</tr>
<tr>
<td>Campus:</td>
<td>Vancouver: [ ] Okanagan: [ ]</td>
</tr>
<tr>
<td>Engineering Discipline:</td>
<td></td>
</tr>
<tr>
<td>Number of Co-op Work Terms Completed:</td>
<td></td>
</tr>
</tbody>
</table>

**NOTE:** As per the Engineering Co-op Terms and Conditions, if you have obtained a job through your independent job search and/or are returning to a Co-op Employer, you are ineligible to withdraw from the Co-op Program. Enrolment in the Co-op course will be maintained and you will be responsible for tuition and all assessed fees.

Select the most accurate option for your decision to withdraw from the Engineering Co-op Program, and provide additional information in the text box below:

Select option:
Provide additional details as to your selection of "The scholarship I am receiving excludes participation in a Co-op Program," "The Program has not met my expectations," or "Other" below:

Authorization

☐ By submitting this completed form, I confirm I have reviewed and understand the process to withdraw from the Engineering Co-op Program and I authorize the Engineering Co-op Program and Engineering Student Services, and any related units, to remove the Co-op option from my academic record.

Withdrawal Deadlines and Transcripts

☐ As per the Engineering Co-op Terms and Conditions, I understand that requests to withdraw from the program must be received by the following dates in order to be processed without notation on my transcript and without penalty:

- For Winter work term (January to April) – by August 31st
- For Summer work term (May to August) – by December 31st
- For Fall work term (September to December) – by April 30th

If my withdrawal request is not received by the required date (see above) I will be assigned a "Withdrawal" standing on the appropriate co-op course and will be responsible for paying 100% of the co-op tuition fee and all related student fees.

For INTERNATIONAL Students Only:

☐ I acknowledge that I am required, by the Canadian Government, to return my Co-op work permit to Immigration, Refugees and Citizenship Canada (IRCC).

For assistance, please contact International Student Development at UBC International House at 1783 West Mall, or 604-822-5021 or isa@students.ubc.ca.

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