

2017-2018 Student Handbook

*UBC School of Kinesiology
Co-op Program*



THE UNIVERSITY OF BRITISH COLUMBIA

School of Kinesiology



Chapter 1: Introduction	1
History	1
Accreditation	1
Helping You Design Your Career	2
Conditional Acceptance and Participant Assessment Review	2
Terms and Conditions for Kinesiology Co-op Students.....	3
Chapter 2: Co-op Procedures.....	8
Communicating with the Kinesiology Co-op Office	8
Academic Requirements.....	8
International Students	8
Applying for Jobs	9
Chapter 3: Workshop Summary	12
Life-Long Job Search Skills	12
Chapter 4: Additional Information and Resources	13
The Kinesiology Co-op Website	13
Canvas Courses.....	13
Information for Students Completing a Work Term.....	13
Additional On-Campus Resources.....	16
Chapter 5: Roles & Responsibilities	17
The Student.....	17
The Co-op Coordinator	18
The Co-op Office	18
The Employer.....	19
Chapter 6: Assessing Yourself and Your Skills	20
Self-Assessment & Your Co-op Career	20
Transferable Skills	21
Areas for Improvement	22
Skills & Experience Inventory	22
Chapter 7: The Resume	24
General Resume Information.....	24
Types of Resumes.....	24
Anatomy of a UBC Kinesiology Co-op Combination Resume.....	25



Accomplishment Statements	29
Checklist for a Powerful Resume	32
Chapter 8: Effective Cover Letters.....	33
General Cover Letter Information	33
Planning & Preparation.....	33
Format and Fonts.....	35
Tone and Style.....	38
Chapter 9: Symplicity.....	39
Applying to a Co-op Job on Symplicity	39
Troubleshooting Uploads	49
Chapter 10: Independent Job Search Techniques.....	50
Steps for a Successful Independent Job Search.....	50
Chapter 11: Interviewing Skills.....	54
Interview Basics	54
Purpose of the Job Interview.....	54
Components of a Job Interview	54
Illegal Questions	56
The Behaviour-Based Interview	58
Interview Preparation	61
Pointers for Your Job Interviews.....	65
Chapter 12: Understanding the Workplace	67
Timeline for Your First Three Weeks in the Workplace.....	67
Guidelines for the Workplace.....	68
Employment Legislation.....	71
Human Rights Legislation.....	72
Harassment in the Workplace	73
WorkSafeBC.....	74
Health and Safety on the Job	74
Chapter 13: Guidelines for Writing Co-op Reports.....	75
Overview	75
KIN 101: Experiential Report.....	77
KIN 201: Career Development Report.....	80



KIN 301 and 401: Practical Workplace Report 84

KIN 402: Technical Oral Presentation 89

Chapter 14: Appendices 90

School of Kinesiology Co-op Program Participant Assessment Review (PAR) 91

Preferences & Values 92

Personal Attributes 93

Transferable Skills by Category 94

Contact Tracking Sheet 95

Interview Contact Sheet 96



Chapter 1: Introduction

Welcome to the UBC School of Kinesiology Co-operative Education Program!

This handbook, designed to be used in conjunction with the UBC School of Kinesiology Co-operative Education Program (hereafter referred to as the 'Kinesiology Co-op Program' or 'Co-op Program') workshops, is your guide to a rewarding co-op experience. It 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. Established at UBC as a pilot program in 1978, co-op originally placed 14 women in various Engineering and forestry roles in industry. In 1980, co-op education was officially launched and expanded to include men.

Today, UBC's Co-operative Education Program thrives by responding to industry demand to put the intellectual skills of UBC students to work, in the process creating valuable opportunities that facilitate students' early career development. Over the past 25 years, the UBC Co-op Program has grown to encompass the faculties of Engineering, Forestry, Commerce, Science, Arts, and Kinesiology.

The Kinesiology Co-op Program grew out of a highly successful Internship Program (KIN 455). The internship program, which placed students in a single work term for 13 weeks in their 4th year of study, was introduced to the

School of Kinesiology in 1995 by Dr. Robert Morford. By 2006, the program was available to all Kinesiology students in a revised undergraduate curriculum which allowed students to study in one of three different streams: Kinesiology and Health Science; Physical and Health Education; or Interdisciplinary Studies in Kinesiology. In 2007, increased student demand for practical application to their studies throughout their academic program resulted in the development of a full Co-op Program for the School of Kinesiology. The first cohort of Kinesiology co-op students completed their first work term in the summer of 2010.

Accreditation

The School of Kinesiology submitted an application for accreditation immediately following the first year of graduates from the program and currently is accredited until 2019. Canadian Association for Co-operative Education (CAFCE) requires that the following minimum guidelines are met:

- Mandatory completion and attendance for online and in-person Pre-Employment Training co-op workshops, provided by the Kinesiology Co-op Program prior to the initial work term;
- Completion of 3 work terms - not all of which can be completed in the summer terms to graduate with co-op Standing;
- Completion of 16 full-time weeks with a minimum 12 full-time weeks during an approved co-op work term;
- Completion of a co-op work term assignment and employer evaluation for each 4-month work term;



- Enrolment in a minimum 80% full-time course load in each academic term; and
- Enrolment in at least one academic term upon completion of the final work term.

Helping You Design Your Career

The Kinesiology Co-op Program enhances students' education with paid, relevant work experience and launches their careers. Co-op staff are here to assist you during your co-op career and provide you with skills that will help you secure co-op employment. We act as a liaison between co-op students who are actively seeking employment and prospective employers who can benefit from the skills of a Kinesiology student. The services that we provide to students and employers 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;
- On-going support during your co-op work terms including assistance in resolving workplace issues;
- Access to job postings on the Kinesiology Co-op Online recruitment system (Symplicity) exclusively for Kinesiology co-op students and employers;
- Access to telephone and meeting room facilities for interviews, and a fax and internet access for your job search;
- Coordination of the job application and interview process on behalf of students and employers;
- Evaluation of co-op work terms including conducting on-site visits with you and your work supervisor;
- Marketing the benefits of co-operative education, the strengths of Kinesiology co-op students and developing relationships

with prospective local, national and international employers.

Our office provides year-round facilities, full-time staffing, and support for the administration of the program. The Kinesiology Co-op Office is responsible for covering all costs directly related to the effective management and promotion of the Kinesiology Co-op Program. If you take advantage of the services and assistance of the Co-op Program, co-operative education can be of great value to you. By proactively participating in the Co-op Program, you have the opportunity to:

- Develop a well-rounded educational experience by applying your classroom learning to relevant work environments;
- Acquire up to 20 months of practical work experience with diverse employers in a variety of locations;
- Develop a network of professional contacts;
- Refine existing and develop new professional skills;
- Experience professional development and personal growth;
- Earn money and experience!

Conditional Acceptance and Participant Assessment Review

You are required to submit your application in the fall, and by late September or early October you will be informed if you have been conditionally accepted into the Co-op Program. What exactly does conditional acceptance mean? It means that over the next three months, you have to work towards the right of being fully accepted into the Co-op Program and demonstrate that you have what it takes to be part of co-op. You cannot apply to jobs unless you are fully accepted into the Program.



In order to be fully accepted in to the Co-op Program, you must:

- Maintain a satisfactory academic average (70%) throughout your co-op career;
- Achieve at least 16 out of 25 in the Participant Assessment Review (PAR);
- Demonstrate sufficient effort and enthusiasm.

The Participant Assessment Review, commonly known as PAR, outlines our expectations of students in the following areas:

- Verbal and written English communication
- Resumes
- Cover Letters
- Mock Interviews

There is an opportunity to gain bonus marks on the PAR and these are outlined on the copy of the [PAR form](#) found in the Appendices.

In early January, the Co-op Coordinator reviews Term 1 marks and individual PAR scores. The cumulative marks achieve one of the following three scenarios (all acceptances are initially conditional):

1. Full Acceptance: A satisfactory academic average and have achieved at least 16 marks on the PAR. Students can begin applying for jobs immediately.
2. Deferred Acceptance: A less than satisfactory academic average but have achieved at least 16 marks in the PAR. In this case, students may be allowed to stay in the Co-op Program under conditional acceptance. Students are not permitted to apply for jobs through the Program but will focus efforts on improving grades during the second term. In early May, the Co-op Coordinator will review marks to determine if they are sufficient to allow full acceptance into the Co-op Program.

3. Non-Acceptance: Have received less than 16 marks on the PAR and/or an unsatisfactory academic average. In this case, students will be permanently withdrawn from the Co-op Program.

Terms and Conditions for Kinesiology Co-op Students

The purpose of this document is to ensure procedural fairness for individuals in the Kinesiology Co-op Program (hereafter referred to as the 'Co-op Program') by stipulating the policies and regulations governing the Co-op Program. The following terms and conditions of enrolment in the Co-op Program are in addition to those policies and regulations listed in the Co-op Student Handbook and in the UBC Calendar.

The Co-op Program reserves the right to update, modify, or revise these terms and conditions without notice. To participate, students must agree to the terms and conditions upon application to the Co-op Program.

Registration

- I understand that I will be registered in the appropriate co-op courses by the Program (E.g.: KIN 101) upon securing a job.
- I understand that I am required to pay my [co-op course fee](#) for every co-op work term (consecutive or not) by the due dates specified in the UBC Calendar whether I secured a co-op work term through the Co-op Program or through my own efforts.

Information Release

- I hereby give permission for my academic records to be released to the Co-op Program.



- I hereby give permission for the Co-op Program to release my resume, cover letter, transcripts, and other relevant information to prospective employers in order to secure employment for work terms while I am enrolled in the Co-op Program.
- I agree to keep the co-op job posting information, employer lists, contacts, passwords to Symplicity, etc., confidential, and not share it with anyone outside the Co-op Program.

Co-op Workshops/Pre-Employment Training

- I will pay the [co-op workshop/pre-employment fee](#) by the deadline set by the Co-op Program and understand this fee is non-refundable.
- I will attend all of the co-op workshops on pre-employment training as I understand that it is a prerequisite; and that, if I do not participate in the pre-employment training, I may be withdrawn from the Co-op Program.

Academic Performance

- I understand that I must maintain a satisfactory academic standing (70%) to remain in the Co-op Program.

Communication with the Co-op Office

- I will check my email daily and respond promptly to all messages relating to co-op from the Co-op Coordinator and the Co-op Office.
- I will promptly notify the Co-op Coordinator of any changes regarding my work eligibility, work status or current contact information.
- I will inform the Co-op Coordinator immediately of any inappropriate, and/or unsafe, and/or unethical behaviour or

treatment during the interview process and/or at the work site.

Job Search Process

- I understand that the Co-op Program does not and cannot guarantee co-op work terms. The Co-op Program will make every effort to assist me in obtaining suitable co-op work term employment; however, it is ultimately my responsibility to secure co-op work term employment.
- I am expected to apply for a minimum of 20% of posted positions, using Kinesiology Co-op Online (Symplicity); and in addition, I understand that I am expected to simultaneously conduct my own job search.
- I understand that while pursuing my own co-op job search, I will discuss this with the Co-op Coordinator and keep him/her updated on my progress.
- I agree to allow the Co-op Program to solicit positions on my behalf.
- I agree not to solicit positions from a co-op employer directly on my own behalf, without prior permission from the Co-op Coordinator.
- I will provide the Co-op Program and prospective employers with accurate and appropriate information regarding my qualifications and interests.

Interviews

- I agree to attend all interviews with employers that have selected me as a candidate and to act professionally
- I understand that the Co-op Office or the Co-op Coordinator may, if necessary, select interview times on my behalf. I will notify the Co-op Coordinator immediately of any interviews that must be rescheduled; rescheduling interview times is at the discretion of the employer.



Job Offers

- I will consult the Co-op Coordinator before accepting a job offer external to Symplicity. I understand that the Co-op Coordinator will contact the employer of an external agency to ensure the position is suitable as a co-op work term and to inform the employer of the co-op guidelines.
- I understand that participation in the Co-op Program may require me to accept positions outside of the proximity to my campus, and, although many companies subsidize relocation expenses, I may be required to pay the necessary travel expenses. If I have any restrictions concerning location and travel, I will discuss them with the Co-op Coordinator. I am aware that geographic location is not a valid excuse for turning down a job offer and that I may be withdrawn from the program as a result.
- I will rank all interviews in order of preference and this ranking will indicate that I am prepared to accept the position for which I have interviewed.
- I give consent to have the Co-op Coordinator accept or reject job offers on my behalf based on my rankings.
- I understand that I may not have the opportunity to complete all desired/scheduled interviews before an employer, for which I have already interviewed, requires the acceptance/rejection of a job offer.
- I understand that I can request to reject one job offer during my fourth or fifth job search term. In order to do so, I must arrange a meeting in a timely manner, with the Co-op Coordinator to discuss my rationale to seek approval.
- I understand that co-op work terms are paid employment and reflect the

organization's salary scale as well as the student's level of training and experience. I am prepared to accept the salary offered by employers and will only negotiate salary through consultation with the Co-op Coordinator.

- I understand that if I return to a co-op employer for a subsequent work term/s, I will be registered in the co-op course and required to pay the co-op course tuition.
- I understand that once I sign an offer of employment with an employer and/or agree to a verbal offer of employment, I have a professional and ethical obligation to satisfy the requirements of my employment contract. I also understand that, if I break my contract of employment, I will not be satisfying the conditions of the program and I will receive a Fail (F) for the co-op course.

The Work Term Period

- I understand that when 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.
- I will respect the policies and procedures of my employer, including policies regarding confidential/proprietary information during and after a work term.
- I will behave appropriately and according to UBC Policies as outlined in the UBC Calendar for the duration of my participation in the Co-op Program.
- I will follow the procedures as outlined in the UBC School of Kinesiology Co-op Work Term Checklist and Student Handbook each term that I am in the Co-op Program.



- If I am interested in enrolling in more than one academic course during any work term, I will seek approval from the Co-op Coordinator and work supervisor prior to commencing the course. Written approval by my work supervisor may be required.
- I understand that I am required to submit a Work Term Report for every co-op work term (consecutive or not). I am aware that each report is due no later than 4:00 p.m. of the eighth week of my co-op work term or the first Friday of the next term as outlined in the Student Handbook. A late report will result in a Fail (F) grade for the work term and withdrawal from the Co-op Program.
- I understand that I need a satisfactory or better evaluation from my employer and a satisfactory or better grade on my work term report in order to receive a Pass (P) for the co-op work term.
- I understand that if I am unable to complete a co-op work term for medical or compassionate reasons, I may be eligible to receive a Pass (P) on the work term if all of the following have occurred:
 - I notify the Co-op Coordinator, who will confirm with the employer that they are aware that I am unable to complete the work term;
 - I provide the Co-op Coordinator with a letter from my doctor or a medical certificate indicating I cannot complete the term;
 - The Co-op Coordinator determines that my performance and learning process on the co-op work term to date to have been satisfactory; and
 - The employer completes a satisfactory evaluation.

Completion of the Co-op Program

- I am aware that I can complete up to five (5) scheduled work terms in the Co-op Program.
- I understand that to graduate with Co-op Standing (co-op listed on parchment/degree) I am required to complete a minimum of three co-op terms. Not all work terms can be completed in the summer.
- I am aware of the co-op work term schedule and I agree to follow the schedule as outlined.
- I understand that any changes to the set co-op schedule must be discussed with the Co-op Coordinator, and a formal request must then be made in writing for approval. I am aware that my request may not be granted if it does not adhere to the Co-op Program's terms and conditions.
- I understand that I must complete my degree on an academic term; therefore, I must be enrolled in at least one (1) full academic semester upon completion of my final co-op work term and prior to my graduation.
- I understand that [co-operative education course credits](#) cannot be used in lieu of, or to complement, academic course credits required for graduation by the School.

Off-Schedule Requests

- I understand that any requests to deviate from the co-op work term schedule must be approved in writing by the Co-op Coordinator. I am aware that my request may not be granted if it does not adhere to the Co-op Program's terms and conditions. I will inform the Co-op Coordinator of my situation and acquire approval by the following dates:
 - For Winter work term (Jan. - Apr.) - by August 31st



- For Summer work term (May - Aug.) - by December 31st
- For Fall work term (Sept. - Dec.) - by April 30th

Withdrawal from the Co-op Program

- I understand that if I wish to withdraw from the Co-op Program, I must submit my desire to withdraw in writing to the Co-op Coordinator and the withdrawal must be approved.
- I understand that if I do not complete formal withdrawal procedures I will be liable for all assessed fees and receive a Fail (F) for the co-op course.
- I understand that obtaining a job through my own job search, and then withdrawing from the Co-op Program is not permitted. Enrolment in the co-op course will be maintained and I will be liable for all assessed fees. All requirements of the work term must be satisfactorily completed in order to receive a passing grade.

Failure to Complete the Work Term Agreement

- I understand that I may be assessed a Fail (F) for my co-op work term for the following reasons:
 - Failure to report for work at the employer's location
 - Ending a work term without permission from the Co-op Coordinator and employer
 - Dismissal based on my actions
 - Unsatisfactory performance as determined by the employer
 - Failure to submit required documents to the Co-op Office.
- I understand that acceptance of an eight-month job offer (two consecutive co-op work terms) requires me to complete all requirements for both work terms. If I

terminate the work agreement early without the consent of my Co-op Coordinator, I may be assessed a failing grade for BOTH work terms.

- I understand that failure to comply with any of these terms and conditions will result in a Fail (F) on a work term and/or dismissal from the Co-op Program. The Co-op Program reserves the right to dismiss students for improper behaviour at the discretion of the Co-op Coordinator.

The terms and conditions are approved by the School of Kinesiology Associate Director Academics and the Co-op Coordinator.

Dr. Paul Kennedy

Associate Director Academics
School of Kinesiology
University of British Columbia

Simone Longpré

Co-op Coordinator
School of Kinesiology
University of British Columbia



Chapter 2: Co-op Procedures

Communicating with the Kinesiology Co-op Office

- Maintain contact with the Co-op Coordinator as much as possible and required. They can provide guidance, direction and feedback during your participation in this program.
- You are encouraged to contact the Co-op Coordinator whenever necessary; please make an appointment to speak with the Co-op Coordinator. The Co-op Coordinator offers student office hours and you can schedule an appointment by email or phone to arrange a convenient meeting time.
- **Keep current** – Whenever your contact information changes, please update Symplicity immediately. It is important that we can reach you quickly due to the time sensitivity of our work.
- **Voicemail** – The Co-op Program highly recommends that you activate voicemail on your home telephone number and cell phone. Often interviews are arranged with very little notice and administrative staff will need to provide you with the details of the interview during business hours.
- **Respond to all co-op email within 24 hours** – Not only will the Co-op Coordinator send you emails; announcements, job details and interview requests come from administrative staff. Please ensure that you read and respond to all co-op related messages within 24 hours if a response is requested.

Academic Requirements

- You are responsible for ensuring that you meet all of 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, including scheduling, questions, please contact the Kinesiology Undergraduate Information Centre (604-822-4512).

International Students

- If you are an International Student enrolled in the Kinesiology Co-op Program, in addition to a valid Study Permit, you require a valid Co-op Work Permit. A Co-op Work Permit can only be used for co-op jobs, and only for the designated period of co-op work terms. Please note that a Co-op Work Permit is not the same as an Off-Campus Work Permit. Off-Campus Work Permits cannot be used for co-op jobs or vice versa.
- If you are formally accepted into the Co-op Program, you will receive a letter from the Co-op Office that confirms your acceptance. You will need to submit a copy of this letter with your application for a Co-op Work Permit. Application forms and completion instructions can be downloaded from the [Government of Canada website](#).
Submit your application as soon as you receive your acceptance letter from the Co-op Office as you must receive your Co-op Work Permit prior to commencing your first co-op work term.
- Once you receive your Co-op Work Permit, you can apply for a Social Insurance Number (SIN) if you do not already have one. Application forms for a SIN are also available from the Co-op Office.



- If you are working in some form of patient/client care in your co-op job you might also be required to receive Medical Clearance. Please see the Co-op Coordinator about this once you secure your first work term job to determine if this is required.
- If you are not a new co-op student and require an extension of your Co-op Work Permit, **contact the Co-op Coordinator 6 months before your Co-op Work Permit is due to expire** to receive instructions on securing an extension.
- It is your responsibility to ensure you are legally able to work in Canada throughout the time you are enrolled in the program.
- 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, Social Sciences and Humanities Research Council (SSHRC) Awards, positions funded through Canada Summer Jobs, or other government positions.
- International students are assessed the same co-op work term tuition as Canadian citizens, permanent residents, and refugees.
- If you are a US citizen and you're considering doing your co-op in the US, please connect with an [Enrolment Services Professional](#) first to fully understand the financial implications for your future Direct Loan eligibility. Co-op terms in the US are not eligible for the Direct Loan

program and you will become ineligible for future Direct Loan funding.

Applying for Jobs

Below is a brief summary of the process for applying for co-op jobs. Symplicity is the web-based system that you will use to create your resume and apply for online job postings. It also allows you to update your personal contact information, work term history and submit evaluation forms. More details will be forthcoming in the [Symplicity](#) section of this handbook.

Submitting Job Applications

- The job search term begins four months in advance of your scheduled co-op work term.
- Job descriptions will be posted in Symplicity starting at the beginning of September (for Winter work terms), January (for Summer work terms), and May (for Fall work terms). Provided you meet the requirements for full acceptance into the Co-op Program (see page 2), you will be made eligible to apply for summer jobs beginning in January.
- If you have at least 50% of the skills required for a particular job, apply!
- You must write a separate cover letter for each job, unless otherwise stated in the job posting. The maximum length for a cover letter is one page.
- Depending on how the employer would like to receive applications, you may be required to follow application instructions beyond applying via Symplicity with your resume and cover letter. The application process will be indicated under "Application Instructions" on the job description. You may be required to apply directly to an employer's website, or submit additional documents with your resume and cover letter.



- All jobs have a closing date and time. Jobs posted in Symplicity usually close at midnight; however, please read all postings carefully for closing information as Symplicity will automatically close the jobs at the set date and time. You will not be able to submit an application once the job closes.
- If technical difficulties arise and prevent you from applying to a posting before the job closes, please email your application noting the position title and employer to the Co-op Office. We may be able to assist you in submitting your application the next day if the job has closed.
- You are required to submit an application for all positions you qualify for. A 20% application rate is expected during each job search term.

NSERC & SSHRC Eligibility

Occasionally, you will see that some jobs require students that are NSERC or SSHRC eligible. The Natural Sciences and Engineering Research Council of Canada (NSERC) and the Social Sciences and Humanities Research Council (SSHRC) subsidize eligible professors and companies to hire students for research projects.

For [NSERC](#) and [SSHRC](#) Eligibility, please visit their respective websites.

Interview Process

- You should check your email, voicemail and Symplicity daily to see if companies have requested an interview with you. Employers will often contact the Co-op Office to schedule interviews on very short notice so it is very important to have voicemail on your main telephone number and/or cellular phone. If you receive an interview request, the Co-op Program Assistant will send you an email, which

provides information on the interview. You may also receive an interview request directly from an employer. If you hear directly from the employer, please inform the Co-op Office

- If interviews are held at a time in which you have an exam, please let the Co-op Coordinator know immediately and suggest other times, which you may be available. We DO NOT provide letters for you to miss a quiz, exam, or lab meeting. We will do everything we can to try and re-arrange a time that is convenient for both you and the employer; however as the majority of interviews are conducted during business hours you will be expected to make alternate arrangements if you have an interview.
- You must attend all interviews for which you have been selected.
- Arrive at the interview location 10-15 minutes prior to your scheduled interview.
- Be prepared. Take a copy of your application and a list of your references to the interview.

Job Matching Process

- Employers who posted jobs and interviewed students will contact the Co-op Office with their rankings. Due to the employer's schedules and the number of universities participating, the results for some jobs may not be finalized for a few weeks.
- If you are unwilling to accept a job you interviewed for, contact the Co-op Coordinator immediately after the interview.
- You will be informed of any job offers by phone or email and have 24 hours to confirm your acceptance.



- The Co-op Coordinator will make every effort to allow you to learn the ranking from all employers you interviewed with before you are required to accept a job offer, however, many employers provide a 24-48 hour window in which a student must accept or reject a job offer and you may be required to make a decision before all rankings are in.
- Once you accept a job offer, you will no longer be permitted to apply to other jobs. Please let the Co-op Office know of any other positions you have applied for so that the Co-op Office can inform the employers of your application withdrawal.
- If you receive a job offer through your independent job search please inform the Co-op Coordinator as soon as possible. DO NOT accept a job offer until the job has been approved by the Co-op Office.
- Once you have verbally accepted a position, via a phone call or email to the Co-op Coordinator, the employer will send an offer letter to the Co-op Office. This letter will be forwarded to you. NOTE: If you receive an offer directly from an employer, you must consult with the Co-op Coordinator before making a decision.
- Fulfill all other employment requirements, for example, completion of a medical exam, background check, criminal records check, updating of CPR or other relevant certificates.
- Once you have signed the offer letter, you are free to contact your new employer to confirm your start date, orientation location, start time and dress code.
- Once you have signed the offer letter, please complete the appropriate Waiver Form, which can be found on the Kinesiology co-op website under Current Students - Work Term Packages.



Chapter 3: Workshop Summary

Life-Long Job Search Skills

- The pre-employment skills taught in the online and in-person Pre-Employment Training workshops have been identified by employers as essential in the workplace. As the workshops are mandatory, please contact the 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 and set personal objectives in terms of education, work placements and career choices
 - Accomplishment-based resume writing
 - Components of a targeted, compelling cover letter
 - Job search skills that will assist you in successfully gaining employment
 - 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 Kinesiology co-op career
 - The requirements for co-op work term assignments
 - 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.



Chapter 4: Additional Information and Resources

The Kinesiology Co-op Website

The [co-op website](#) has information for prospective and current students and employers. It includes:

- How to apply to the Program
- Profiles of individuals involved in the Program and the types of jobs available
- Information about what qualifies as a co-op placement and how to post a job on Symplicity
- Co-op staff contact information

Canvas Courses

The Kinesiology Co-op Program has 3 types of courses on [Canvas](#), the online learning space that UBC currently uses.

Training & Resources

All students who are conditionally accepted to the Co-op Program will be placed in the Training & Resources course. This is where the online Pre-Employment Training modules are hosted.

After Pre-Employment Training, you will stay in this course for the remainder of your time in co-op for resources such as the current Student Handbook, Employer Feedback, Past Work Term Reports, Volunteer Opportunities, and more.

Seeking

All students who have indicated that they are seeking a job for the upcoming term will be placed in that term's Seeking course.

When you are given access to this course, you will submit a sample application which will be reviewed and graded by Co-op staff. You will have to meet a minimum threshold prior to

being given access to apply to jobs on Symplicity.

The Seeking course also has a number of resources, such as a Job Status page with updates on all Symplicity postings, Application Guidelines, and more.

Placed

All students who obtain a co-op job will be automatically added to the relevant term's Placed course.

This course contains information regarding both the general requirements of completing a work term as well as specific criteria and deadlines for your particular course term. It is also where you will submit some assignments, such as your Work Term Report.

Information for Students Completing a Work Term

U-Pass

While you are on a co-op work term, you are eligible for the U-Pass. Students will automatically be enrolled in the U-Pass program. More information is available on the [UBC U-Pass website](#).

If you wish to opt out of the U-Pass program, please review the [exemption process](#).

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](#).

If you are covered by another plan by your current employer or family you can [elect to opt out of the health plan](#).

If you're 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, please see the [UBC Health Insurance Details for International Students website](#).

For Students Working Outside of British Columbia

You will need to ensure that you have adequate medical coverage for the period of time that you are outside 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 reactivate it when you return if necessary.

Check to ensure that you will be covered while a resident in the country/province of your work term. Please see the [MSP website](#) as it will describe what coverage you have (and do not have) while you are outside the province.

You can also obtain a copy of the ["Leaving BC" brochure](#) from the BC MSP website. It will describe the coverage you have (and do not have) while you are outside the province.

Extended Medical Insurance

Some employers will require co-op students to purchase a specific medical insurance plan before beginning employment.

If you are working outside of BC and 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.

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 parent's insurance policy this is something that you will have to look into. Carefully read each insurance company's coverage to understand what will and will not be covered while outside of Canada.

Scholarships

Co-op students are eligible for all [Kinesiology Scholarships and Awards](#).

In addition, 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, for co-op students, the payments extend over a five-year period.

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 your scholarship please see the [UBC Awards website](#).



Student Housing

If you are living in UBC Student Housing and you plan to continue to live in Student Housing during your work term, you are able to do so. To confirm your work term, the Co-op Office will need to provide documentation to the Housing Office. Please contact [UBC Housing and Conferences](#) to determine your next steps.

If your work term is not in the Vancouver area or you don't plan to continue to live in Student Housing during your work term, there are a few different options:

- If your work term is during the summer and you live in year-round housing, you are able to sublet your unit. Information about subletting in residence can be found [here](#)
- If your work term is during fall or winter, you most likely need to cancel your contract. Cancellations due to co-op work terms are not subject to cancellation fees as long as documentation is provided by the Co-op Office
 - If you are in year-round housing, please provide at least 30 days' notice and review your residence contact [here](#)
 - If you are in winter-session housing and are cancelling for term 2, please submit a cancellation request by October 31st and review the information found [here](#)

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 and provincial criteria.

University loans are available to students who have exhausted all other means of finance. Students must arrange to meet with an Awards and Financial Aid Advisor to apply for these loans. This loan requires a guarantor (co-signer) and terms of repayment depend on the individual case. For the most up to date information on co-op eligibility for student loans and interest free status, please contact your [Enrolment Services Professional](#).

Maintaining Interest-Free Status

While on a co-op work term, a student is eligible for interest-free status. Please contact your [Enrolment Services Professional](#) for more information.

Revenue Canada

Below are some tax issues which you should be aware of as a co-op student. For more information or to get answers to specific tax questions, please do not call the Co-op Coordinator. Instead, please visit the [Canada Revenue Agency website](#).

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](#).

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. To claim these costs, students must complete a [T1-M Moving Expenses Deduction form](#) from Revenue Canada.



Working Internationally

If you are embarking on an international co-op term, you must register in the [UBC Student Safety Abroad Registry](#) and complete some online preparations. These resources include information about medical insurance, safety tips, country details, UBC 24-hour contact details, and other useful information.

The [International Experience Canada](#) program can help with getting work permits for co-op and other international experiences. Partner countries currently allowing international co-op include:

- Austria
- Chile
- Croatia
- Czech Republic
- Estonia
- Ireland
- Latvia
- Lithuania
- Mexico
- Norway
- Poland
- Slovakia
- Slovenia
- Spain
- Taiwan
- Ukraine

Additional On-Campus Resources

Student Financial Assistance & Awards

UBC offers a range of academic merit-based awards for undergraduate studies, as well as financial need-based awards for both undergraduate and graduate studies. You can find more information on the [UBC Student Finances website](#).

Centre for Student Involvement and Careers

Centre for Student Involvement and Careers offers UBC students a number of career related services, including career consulting and planning, job search, interview skills, and resume workshops. Centre for Student Development and Careers, in conjunction with Counselling Services, also operates the Student Development Library, which has information about hundreds of employers as well as career and job search preparation. You can find more information on [their website](#).

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. You can find more information on [their website](#).

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 is home base to International Student Advisors (ISAs) and the International Peer Program. You can find more information about the International House in the [International Student Guide](#).



Chapter 5: Roles & Responsibilities

The Student

As a Kinesiology 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 Coordinator and office staff, and employers and colleagues) professionally and with courtesy in all forms of communication.

During the Job Search Term

- Review the Terms & Conditions each semester;
- Attend all meetings that have been scheduled with the Co-op Coordinator;
- Initiate an independent job search for an appropriate work term using personal contacts while applying on Symplicity. If you receive an offer letter directly from an employer, please ensure that you send a copy to the Co-op Coordinator;
- Prepare for interviews by researching both the company and the job posted;
- Follow procedures for job offers and acceptance as noted in [Chapter 2](#); and
- Complete and submit a Domestic or International Waiver Form before your first day of work.

During Your Work Term

- Within the first two weeks of EACH four-month work term, complete your Work Term Information and Learning Objectives Form on Symplicity. Make sure you review your Learning Objectives with your supervisor;
- 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 that 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 Co-op Office to arrange a site visit between you, the Co-op Coordinator and your supervisor;
- Immediately advise the Co-op Coordinator of any concerns or problems that you have with your work term assignment or working environment BEFORE taking matters into your hand. The Co-op Coordinator will work with you and the company to reach a mutually beneficial solution;
- Submit a work term report or, on the fifth co-op work term, give a presentation for each four-month work term and submit a signed Work Term Report Release form if applicable. Applicable assignments will not be accepted without a release form signed by your supervisor;
- If your report is confidential, your employer will have to assess the report and complete the Employer Evaluation of a Confidential Report form. Forms must be received by the Co-op Office in order for a grade to be assessed;
- Refer to the Work Term Package on the co-op website that is published every work term for specific due dates. It is your responsibility to meet the deadlines assigned; and
- Complete the online Student Evaluation of Work Term Form for each four-month work term by the assigned deadline.



Ensure that your supervisor completes the online Employer Evaluation before the deadline.

After Your Work Term

- Please follow the Work Term Package to ensure you submit all the necessary forms. The Work Term Package can be found on the [co-op website](#) under Work Term Packages. Please select the appropriate Package based on your course level;
- The Co-op Coordinator may contact you within two weeks of your return to campus to participate in a debriefing session.

The Co-op Coordinator

The Co-op Coordinator is your liaison with employers. They work closely with you and employers to develop suitable placements. The Co-op Coordinator has 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 each four-month work term to assist in the evaluation of the student and employer, and to identify future work terms for co-op students;
- Marking work term reports;
- Ensuring fair and equitable treatment of students and employers throughout the placement process; and

- Working with employers, students, and faculty to evaluate the students' work terms and ensure that the employers', students' and faculties' needs are met.

The Co-op Coordinator acts as a resource and is your representative throughout your co-op career whether you are in school or on a work term.

If you face challenges during your work term (unsafe working conditions, difficult co-workers or managers, excessive overtime, non-relevant work, personal issues, etc.), **contact the Co-op Coordinator immediately!** They can help you determine alternatives that will address your challenges.

The Co-op Office

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

- Providing you, employers and faculty members with information about the Co-op Program;
- Registering you in KIN 101, 201, 301, 401 and 402;
- Communicating important deadlines to you. **Please note that it is ultimately YOUR responsibility to meet all deadlines;**
- Accepting employer interview requests and organizing interview schedules;
- Collecting, filing, and distributing offer letters from employers;
- Receiving your Work Term Report, recording receipt, and submitting to the Co-op Coordinator for grading; and
- Obtaining the marked Work Term Report, recording the mark, and submitting the work term grades.



NOTE: In order for the Co-op Office to fulfill their responsibilities, you must be sure to update your work term contact information in a timely manner for each four-month work term.

The Employer

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

- Providing the Co-op Office with an offer letter which outlines 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 the student of confidentiality in the workplace and ensuring the student signs required non-disclosure agreements prior to commencing work;
- Participating in the site visit and completing the online Employer Evaluation;
- Providing guidance for and 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.



Chapter 6: Assessing Yourself and Your Skills

Self-Assessment & Your Co-op Career

The first Pre-Employment Training workshop will provide tools and insight that will form the foundation of writing resumes 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 career planning.

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

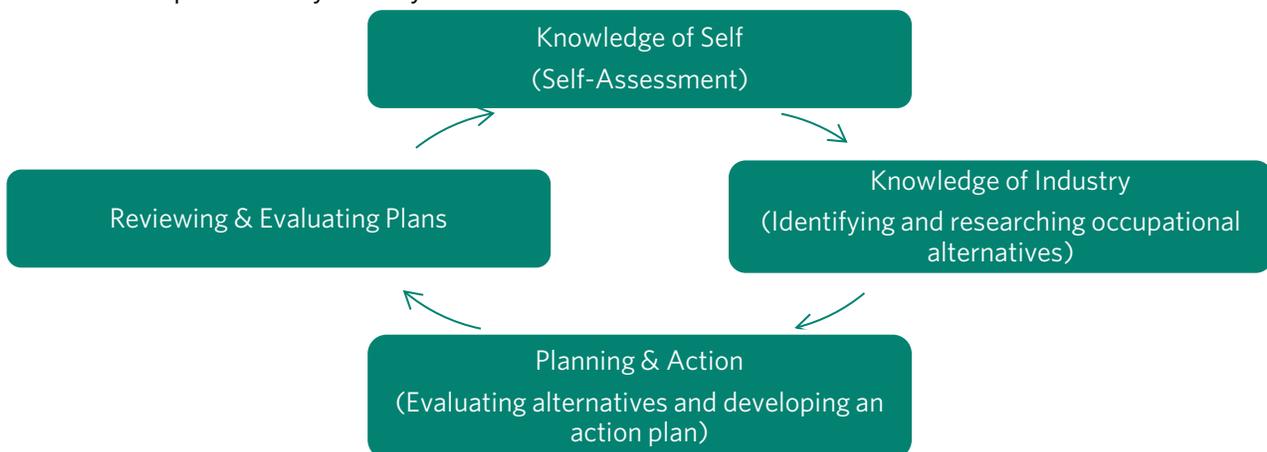
Industry Knowledge is the second step in career planning. Understanding the labour market helps to ensure that your decisions are in sync with current marketplace demands and trends. You will learn how to identify knowledge or skills that are currently required in the marketplace that you may not have.

Assessing Yourself

You have a unique combination of interests, abilities, and preferences to offer prospective employers. Awareness of your personality is the starting point for almost all change and growth as it is the core of the real you. 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; and
- The kind of people you enjoy working and associating with.

During your co-op career, you will have the opportunity to work in various work environments with different organizational structures with a diverse range of people. Using the [Preferences & Values](#) and [Personal Attributes](#) listings in the Appendices, you will be able to test and further define your values and preferences.





Transferable Skills

Transferable skills are much sought after by employers as you can apply them to a range of roles in a variety of settings. The more transferable skills that 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
- Delegation/Time Management
- Financial
- Leadership & Initiative
- Knowledge Acquisition
- Knowledge Application
- Management
- Policy & Procedure Development
- Organization
- Negotiation
- Problem Solving
- Project Management
- Public Speaking
- Resource Management
- Research & Analysis
- Sales & Marketing
- Strategy Development
- Teaching & Coaching

NOTE: A more comprehensive list of [transferable skills](#) is available in the Appendices at the end of this handbook.

The more transferable skills you demonstrate, the more competitive you are in the job market.

Transferable Skills Examples

Customer Service Skills – As a Sales Associate at The Gap, I had to help several customers at once with different requests and I had to make sure that I met my hourly sales quota which was quite stressful. From this experience, I know that as a kinesiologist in a busy physiotherapy clinic, I would be able to maintain a positive, friendly and helpful attitude while I was assisting a number of patients complete their prescribed exercise program in the gym at the same time.

Teamwork – Working at McDonald's, I learned that without a strong team behind you, a positive attitude and good communication skills, it is hard to work efficiently. I would apply these same skills to the team environment at a Health Promotion Agency.

Communication Skills – I developed my communication skills as a piano teacher. I had to speak confidently and directly with parents about their child's performance and when I was teaching, I had to make sure that I was speaking clearly and appropriately for 10-year olds when explaining difficult musical concepts. I learned how important it is to change your style of communication depending on who you are speaking to. I do not think that it would be a problem for me to communicate with clients, those working in related agencies, or my work colleagues in applied health and sport administration fields.

Other Resources

- [Transferable Skills Survey](#) (courtesy of University of Minnesota Duluth)
- [Collection of Information & Resources on Transferable Skills](#) (courtesy of LiveCareer)
- [Emphasizing your Classroom Marketable Skills](#) (courtesy of LiveCareer)



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 often-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. Also, keep in mind that a weakness in one situation can be perceived as a strength in another.

Professional Weakness Example:

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 that I’m doing to try and overcome my weakness is

scheduling various tasks throughout the day and sticking to the schedule that 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.

Skills & Experience Inventory

Taking stock of your experiences will greatly assist in the development of your co-op resume and content for cover letters. Consider previous employment experience, volunteer /extracurricular activities and projects worked on/completed in order to provide specific details as to the type of work you did to highlight the skills you gained.

During your Pre-Employment Training Workshop 1 Module 2, you will create several skills and experience inventory examples to use when building your co-op resume. An example has been provided for you below; please also refer to the online resource for additional information.

Work Experience Inventory Example

Company Name	McDonald’s
Position	Team Leader
Position Duration	Sept 2016 – May 2017
What did your duties include?	<ul style="list-style-type: none"> • Managed a crew of 5 customer service representatives • Prepared menu items • Made sure that customers received their orders within the allotted time frame and as requested • Accepted orders and handle cash at the front counter • Dealt with any issues regarding team members including time-off, over-time or personal problems
What were your major achievements?	<ul style="list-style-type: none"> • Promoted from crew member to Team Leader within two months of starting • Won Employee of the Month



With whom did you interact?	<ul style="list-style-type: none">• Customers• Co-workers and Senior Management• Delivery crews
What did you like most about your work?	<ul style="list-style-type: none">• Managing a team of employees• Dealing with customers
What did you like least about your work?	<ul style="list-style-type: none">• Having to resolve issues of incorrect orders• Early morning start time
Adjectives/phrases your manager would use to describe you and your work	<ul style="list-style-type: none">• Good team leader• Focused• Enthusiastic• Hard worker



Chapter 7: The Resume

General Resume Information

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

Creating an effective resume is a two-step process.

1. Analyze the job posting - determine what work experience, technical skills and transferable skills the employer wants; and
2. Review your Personal Attributes and Experience Assessment worksheets to select what areas of your skills and experience you are going to highlight in your resume.

Length of Resumes

The standard length for resumes is **two pages** whether you are applying for a co-op or permanent position. Employers are busy and may not have the time to review four or more pages of one application.

Focus on experiences relevant to the position you're applying to and remove positions that you have not held for more than 5 years.

If you're really stuck for room, try shifting your margins or spacing, but remember to keep the documents readable.

Creating a Professional Image

There are various perspectives on the "right" resume and there is not just one correct way

to present your information or write a resume. Whatever the opinion on format, everyone agrees on certain characteristics.

A well-written, professional resume:

- Highlights the best achievements, accomplishments and contributions at work, school and in the community;
- Reflects your hobbies and interests to show that you are a well-rounded person;
- Is absent of spelling and grammatical errors;
- Is clear, concise, complete, and correct; and
- Maintains a consistent format. Your font should be professional and easy to read, and style differences should only be used when necessary. Make sure your font type and size match from one section to the next

A good resume may not get you a job, but it can help you get an interview.

Types of Resumes

There are three standard types of resumes: Chronological, Functional, and Combination. Many employers usually require chronological resumes because they highlight your career progress. In contrast, functional resumes are most appropriate for senior executives because they present a broad profile without reference to specific jobs. The Combination Resume 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 resume places your skills within the context of your employment history and demonstrates your career progress.

Guidelines for the chronological resume include:

- Information is presented in reverse chronological order (most recent dates first);
- Dates are aligned on the right 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 resume style is useful for marketing extensive career experience at the senior level. Guidelines for composing this type of resume include:

- Information is not necessarily in chronological order;
- Information is grouped according to 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, not in sequence;
- Accomplishments are not linked to specific positions but as the outcome of the whole career;
- Skills are not shown in the context of specific jobs but as a result of the overall experience; and
- Employers and job titles may or may not appear on the resume.

Combination

This type of resume 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 resume, it groups some information together for emphasis. Consider the following guidelines when formulating your

Combination resume:

- Marketable skills and accomplishments are generally summarized at the beginning, focusing attention on the specific skills that you have that meet the needs of the employer and position; and
- Information is presented in reverse chronological order (most recent dates first) and includes positions held or names of projects.

For the purpose of your co-op resume, we will be using a Combination resume format as this is the preferred format of current co-op employers.

Your resume must focus on how your skills, past experiences, and education directly benefit the potential employer.

Anatomy of a UBC Kinesiology Co-op Combination Resume

Workshop 1 Module 3 will focus on developing your co-op resume as this format will best serve your needs as a co-op student. Remember, you already have a lot of content from your current resume; the online module and this section of the handbook will help you develop the existing information.

NOTE: The order of the sections can be changed depending on your individual experience and projects. Work with the Co-op Coordinator to determine what order is best for you and your resume. Most of the sections in the sample resume are fairly straight



forward, however Relevant Experience may be new to you.

Relevant Experience

Employers often read this section in place of your cover letter to quickly determine if you have the fundamental skill sets. You should list your experience that is relevant to the job description for which you are applying. If you list a skill, you **MUST** demonstrate the use of that skill in your resume. If you have learned a skill through self-guided learning, applied the knowledge during school labs or took courses in which you learned the knowledge, you can include this under “Technical/Practical Projects”.

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

Please see the next page for a sample co-op resume.

Relevant Experience

Name of Company

Month YYYY - Month YYYY

Title/Position

Review your Assessing Your Skills and Experiences worksheets for content for the resume.

- Provide 1- 4 examples of practical work experience. What did you do there? Why did you do what you did? What environment did you work in (training facility, office, clinic, school, etc.)?
- Quantify what you did - scope, nature/type of clients, professionals worked with, events planned, training programs/methods used, etc. Use relevant Kinesiology, applied health, or sport administration descriptors as professionals in these fields will probably read your resume.
- What equipment, manuals, or computer software did you use and why?

Be as specific, but concise, as possible; NOTE: This is just a list of additional content suggestions.

Other Work Experience

Name of Company

Month YYYY - Month YYYY

Title/Position

- See Relevant Experience above for suggestions

Volunteer Experience

Name of Organization

Month YYYY - Month YYYY

Title/Position

- See Relevant Experience above for suggestions

Technical/Practical Projects

Title/Position

Month YYYY - Month YYYY

- **This section is intended to be used to supplement your work/volunteer experience. If you have abundant work and volunteer experience you may not include this section.**
- Describe projects (this might include events) that you have completed at university, college or through extra- curricular clubs that are relevant to the position you are applying to. These projects can include both group and individual projects. Include lab experience
- If possible, provide the results or outcome of the project. Were you working independently or as part of a team?
- What challenges did you encounter and how did you overcome them?

Student Name

Phone | Email

Education

University of British Columbia

Bachelor of Kinesiology, expected date of graduation: month, year

Month YYYY - Present

Additional College/University Experience

Degree, Certificate, or Diploma

Month YYYY - Month YYYY

Awards

Award Name

Month YYYY

- Include a very brief description if the reason for the award is not obvious
- Do not include if award was presented/won more than 3 years ago

Professional Affiliations

- List any memberships you have in relevant professional associations, state level of involvement if applicable

Activities and Interests

- Employers like to see non-academic interests as it speaks to the type of person you are, particularly if the interest requires self-discipline and commitment.

References available upon request.

As with any other document you are sending with no intention of edits, your resume and cover letter should be converted to PDF before they are submitted.
Find instructions on how to do this in Microsoft Word for [Windows](#) and [Mac](#)



Accomplishment Statements

Now that you understand what a co-op resume looks like, in conjunction with the online module, you will develop an accomplishment focused resume. The exercise will incorporate your Self-Assessment assignments, preferences and transferable skills to develop Accomplishment Statements.

As you develop your co-op resume, remember to

- Include quantitative detail 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 an accomplishment statement.
- Try to have at least one “Step 4” phrase per job

Steps to Develop Accomplishment Statements

Steps	Example
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 you really proud of accomplishing? Focus on how you did the job cheaper, faster, better than the current standard or than was expected of you.	Greeted up to 50 customers each hour in a friendly and helpful manner while taking food orders to ensure a 75% customer satisfaction level
Step 4: Add phrases that contain transferable skills to demonstrate how you met or exceeded expectations to provide prospective employers with insight into your transferable skills.	Worked quickly and accurately to process cash register transactions in a busy fast-food restaurant so that customers could receive their orders within 3 minutes



Action Verbs

Action Verbs are words that powerfully and descriptively explain what you did to gain or develop various technical and transferable skills. Begin each accomplishment statement on your resume with an action verb. Keep the following page available for easy reference whenever you are working on your resume 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 sport training paradigm, or
- Managed a team to uncover and analyze weaknesses within an existing sport training paradigm; developed and recommended changes to training paradigm to optimize training results.

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



Building Accomplishment Statements Examples

Action Verb	Steps 1 & 2	Step 3	Step 4
Wrote	a quarterly Q&A news bulletin for a local volunteer program	which reduced the number of routine queries by 15%.	Took on leadership role when manager was seeking volunteer to spearhead initiative
Informed	customers about the benefits of a new line of quality health food supplement	that resulted in a 7% increase in sales for this product	and helped me to win "Employee of the Month"
Greeted	customers in a friendly manner and showed them to their table	which helped to create a friendly and welcoming dining atmosphere.	Customer Service
Planned	student meetings and events for the largest club on campus	to assure meetings and events were scheduled and on time.	Delegated tasks to club members so that everyone was involved and responsibility was shared equally
Visited	seniors at a local retirement community to assist them in planning and completing their daily activities	making their day more enjoyable and providing me with valuable volunteer experience.	People Skills
Planned and executed	our fraternity fundraising events	which raised more than \$5,000 and involved almost 100 volunteers in the events.	Utilized effective planning and project management skills
Tutored	students and provided instruction on anatomy and biomechanics	which helped them to succeed in their studies and increased their grades by almost 10%.	Coaching & Training
Delegated	responsibilities for the creation and writing of a PowerPoint presentation	amongst four group members so that we could complete the project on time	Project Management Skills
Operated	forklift, bobcat, chain saw and other heavy equipment	and learned to strictly follow company's safety procedures.	Technical

Note: Accomplishment statements do not have to follow this exact order. As long as content from steps 1 – 4 are included and the accomplish statement makes grammatical sense, you can switch the order.



Complete Accomplishment Statement Examples

- Working with a group of three co-op students, reviewed existing physiotherapy exercise sheets for client exercise prescription, consulted each physiotherapist for updated exercises, and developed online data base of new exercises for each practitioner
- Working as Team Leader for a group of five Kinesiology students, designed and developed a comprehensive and long term physical activity and health promotion program for an individual with muscular dystrophy

Checklist for a Powerful Resume

Before submitting your resume to the Co-op Coordinator for your Resume Review, please ensure that your resume 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 the use of 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 completed my responsibilities better than what was expected, saved the company money, or accomplished tasks faster (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 resume clear, concise, correct and complete?
- Am I consistent in my spelling (if you use the Canadian spelling of 'favour' do not revert to the US 'favor' later in your resume)?
- Is my spelling and grammar perfect? Have I used the spelling and grammar check tools on the computer? Has someone else proof-read my resume?
- Is the information in reverse chronological order?
- Are all my experiences, except for my current roles, written in past tense?
- Have I avoided the use of I or me?
- Have I utilized point form to be clear and concise?
- Have I refrained from using periods at the end of phrases?
- Is my formatting professional and consistent?



Chapter 8: Effective Cover Letters

General Cover Letter Information

A cover letter is the most crucial component of a job application because it creates the first impression that a potential employer receives of you. A cover letter is persuasive in nature: your aim is to convince the employer that you have the skills and experience they are looking for and to show them how you can contribute to their organization. By highlighting the relevant details of your resume and relating them to the specific position you are applying for, a cover letter shows your prospective employer how to read and interpret your resume.

The general components of a cover letter are:

- Your contact information (email and phone number) OR use the same header as your resume;
- The date;
- The name of the company;
- 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 Symplicity job code provided);
- A salutation - Dear [Name of person receiving letter] or, if this information is unavailable, "To whom it may concern";
- The body of your letter, normally 3 to 5 paragraphs;
- A closing statement.

Planning & Preparation

Before you write the cover letter, you will need to brainstorm and plan what is essential to include. Your resume contains a detailed summary of your education, job and volunteer experience, skills, and interests. However, not

all of these details will be relevant to every job for which you apply. **The 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.

A cover letter is a bridge that connects your resume to a specific job description.

Note: When reviewing job descriptions in Symplicity and during your independent job search, if you have 50% of the required skills, you should apply.

Step 1: Examine the Job Posting

Company Name: This may be an indication of what type of business the company is in. You should research each company you apply to in order to answer the following questions:

- In what 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 located? Where are their offices located?

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

Job Description: Prioritize duties and skills in order of importance to effectively perform the job so that you can prepare examples of your relevant experience.



Take the time to review the job description to get an understanding of what you are applying for.

Skills Required/Qualifications: Most job postings will list specific skills, education and experience needed to perform the job available.

- Do you understand what the work will require? 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 health promotion experts to prepare presentations that will be delivered in workplaces”, you can infer that they are looking for someone with teamwork and writing skills.

- Can you provide specific examples that relate to the skill set required?

Step 2: Dissect the Job Description

Refer back to the exercises in Workshop 1 online modules; take a few minutes to brainstorm and list in point form the qualities, skills, and experience you have that are relevant to the job description and qualifications.

Dissect the Job Description Example

Job Requirement	Related Experience and Skills
<i>What skills, knowledge, or personal attributes are required for this position?</i>	<i>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?</i>
Works closely with the Health, Wellness, and Safety Advisor to coordinate a series of health and wellness initiatives, resources, and on-going job services that contribute to the health, well-being, performance, and safety of Plant Operations staff.	<ul style="list-style-type: none"> • Completed health promotion and physical activity course (KIN 464) • Work experience with LifeWorks Health Systems (corporate fitness agency) • Volunteer experience with Healthy Heart Society
Required to communicate and work collaboratively with staff in multiple departments. Exceptional relationship management and negotiation skills.	<ul style="list-style-type: none"> • Worked with a team of students to plan and execute Storm the Wall for UBC Athletics • Built a school in Brazil with a group of 50 other volunteers • Played on the UBC varsity volleyball team for 3 years
Excellent oral and written communication skills	<ul style="list-style-type: none"> • Completed a technical report writing course during second year university • Provided UBC orientations for first year students • Greeted and assisted patrons at the Chan Centre



Step 3: 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.

Prepare a unique and directly-related cover letter for each position that you apply for.

Tailor each cover letter so that it addresses the specific requirements of the job.

Introduction

The introduction needs to grab the reader's interest and motivate them to continue reading. You can do 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 their company.
- Include a personal statement of your interest in the job posting to show that you have considered how a job with this organization fits into your long term plans.

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

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

Closing

The closing should include information about how the employer can contact you through

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

the Co-op Office and a statement of appreciation to the employer for taking the time to read your application.

Format and Fonts

Cover letters must not exceed one page.

While the content of cover letters will vary from individual to individual, the format should not. Your letter should include the information outlined above and be presented



on **one page** so that it is easy to read, neat and free of errors.

A cover letter should be single-spaced and use professional and consistent formatting. Use 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.

Similar to your resume, your cover letter should be converted to PDF before submitting your application. Find instructions on how to do this in Microsoft Word for [Windows](#) and [Mac](#).

Please do not use the UBC crest or the co-op logo on cover letters sent out during your independent job search.

Please see the next page of for sample formatting for a co-op cover letter.

Date

Company

Re: Position

Dear Employee Name:

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

Body Paragraph 1: Using specific examples, link your skills, practical experience, and knowledge to the job description and qualifications. Make connections between relevant skills and experience on your resume and the qualifications outlined in the job posting.

Body Paragraph 2: 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.

Closing: Closing goodwill statement or positive regard for the company. If you are applying through Symplicity, add the following: To arrange an interview, please contact the Co-op Office at 604-822-4794 or kin.coop@ubc.ca.

Sincerely,

Student Name

Unlike in other forms of writing, you should not indent the first line of paragraphs in your cover letter.



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. Tone is the result of the words, sentence lengths and stylistic devices that you use.

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

Proofread your cover letter carefully, and if possible, have someone else read your letter and offer feedback. Employers often reject an application outright if they see an error in the cover letter, especially if you note that you have strong communication skills followed by a spelling mistake.

Most importantly, make sure that your cover letter is reader-centred, **not** writer-centred. Reader-centred letters present how you can help the company instead of focusing on how the company can help you. Review the two samples below:

Writer-centred	Reader-centred
I am seeking a position with a leading sport performance agency which will aid me in developing the skills necessary for the strength and conditioning field and give me experience working with a leading company.	Your company is one of the leaders in the sport performance field because it emphasizes research and results and promotes innovative ideas. As a UBC Kinesiology student, I could contribute fresh thinking and ideas to your company, previous strength and condition work experience and significant athletic skill.

Here are a few reminders about tone and style:

- Focus on what you can do for the employers, not on what they can do for you;
- Use action verbs to summarize your experience, skills, and qualifications;
- Eliminate unnecessary words for clarity;
- Aim for paragraphs that are approximately 5- 7 sentences in length;
- Keep your tone professional, but also interested and friendly; and
- Be positive and enthusiastic: avoid sounding too appreciative or apologetic



Chapter 9: Symplicity

Symplicity is the platform we use to accept Co-op Program applications, post co-op jobs, manage event registration, and complete administrative components of your work terms, among other things. Symplicity is also used by UBC Career Services and other departments around UBC, so it may look familiar to you.

You can log in to the Kinesiology co-op instance of Symplicity with your CWL [here](#). Please note that this log in URL is different from Careers Online and other Symplicity instances around UBC.

Applying to a Co-op Job on Symplicity

The job application process with a position posted through co-op on Symplicity is a bit different than if you were applying for a regular position at a company. When an employer posts a job on Symplicity, the Co-op Office compiles all the applications and creates a package for the employer to look over. This allows them to review everyone at once, and allows us to keep better track of which students have applied to a position.

When you see a job posting on Symplicity, please **apply directly to that posting** using the following instructions. Please **do not** send your application to the employer directly if you discovered the position on Symplicity. If you are having trouble applying to a Symplicity posting, please contact the Co-op Office.

Tips and Tricks for Applying

- Every Wednesday morning Symplicity undergoes site maintenance. During this time you will be unable to view or apply to positions

- Applications for Symplicity jobs close at 11:59pm (midnight) on the deadline date
- You will be unable to apply for a job if you have no documents uploaded
- Documents should be uploaded in PDF format. This allows you to definitively know that your application is received in the exact same format it was sent. It also ensures your documents get attached appropriately as Symplicity stores documents as PDFs. If Symplicity has to convert your document first, there is a higher chance of a broken upload. Learn how to convert your documents in Microsoft Word for [Windows](#) and [Mac](#)
- If you are experiencing technical issues please contact the Co-op Office as soon as possible. If it is close to the deadline and you are unable to submit your application to a position by the deadline because of technical issues, please email the Co-op Office as soon as possible with your application attached. We may be able to submit it on your behalf.

Application Steps

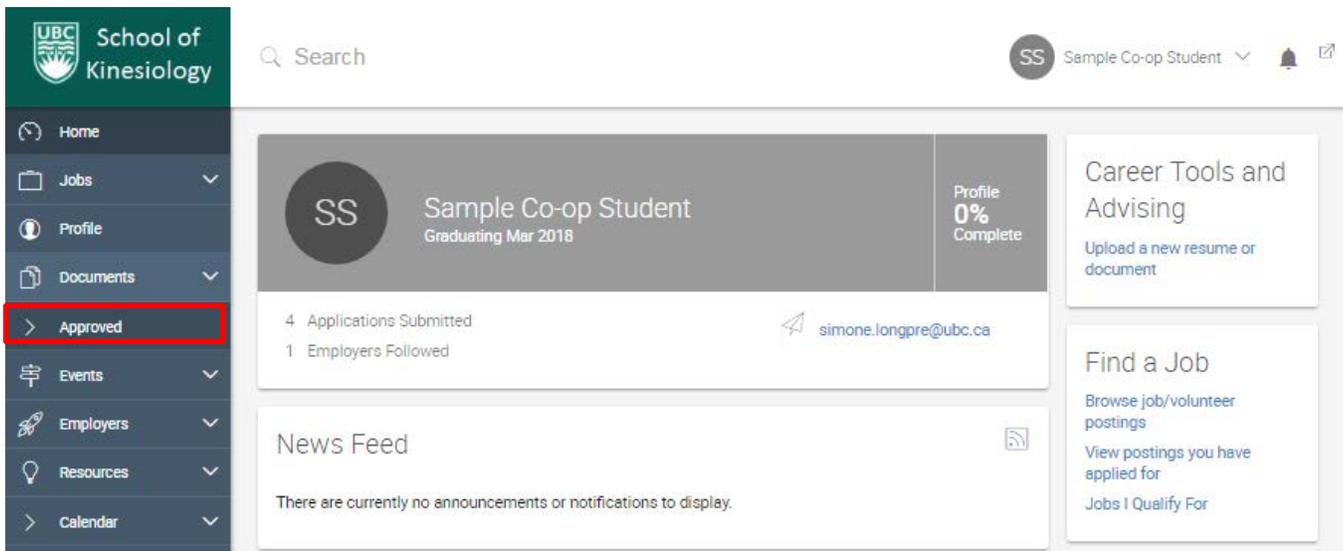
There are 3 main steps to submitting a co-op job application via Symplicity:

- [Uploading Documents](#)
 - If you are having difficulty uploading your documents, please see [Troubleshooting Uploads](#)
- [Finding a Job Posting](#)
- [Submitting an Application](#)

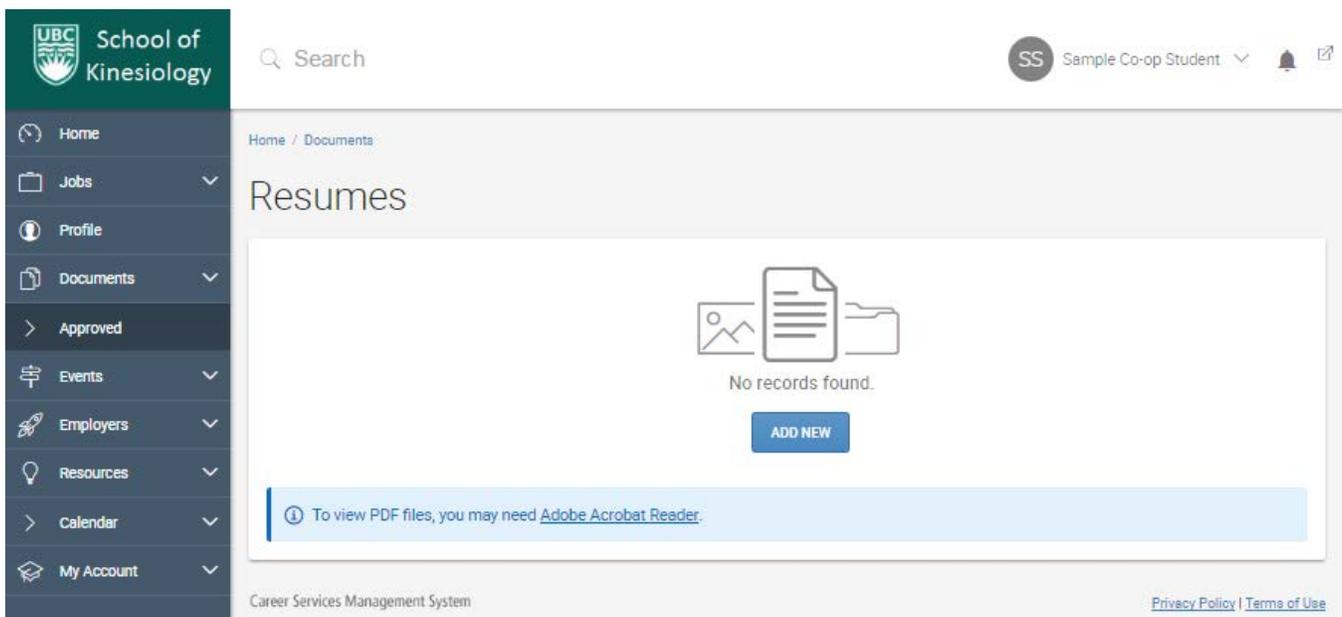


Uploading Documents

1. Log in to [Simplicity](#)
2. Navigate to your documents page by clicking Documents > Approved in the left bar
 - Note: This documents page is titled Resumes, but holds all of the documents you upload for applications



3. Click Add New





4. A page will be brought up that allows you to name the document, specify its type, and upload the file

UBC School of Kinesiology

Search

SS Sample Co-op Student

Home / Documents /

Resumes

Did you know?
Having trouble uploading MS Word files? For immediate access to your documents, save them first in PDF format, then upload. For instructions to save a file as a PDF in Windows click [here](#). For Macs click [here](#).

SUBMIT CANCEL

* indicates a required field.

Student Document

Label *

Document Type
 Resume Cover Letter Unofficial Transcript Writing Sample Other Documents

Maximum file size: 500kb

File *
Please select your document to upload.
Choose File No file chosen

SUBMIT CANCEL

To view PDF files, you may need [Adobe Acrobat Reader](#).

Career Services Management System [Privacy Policy](#) [Terms of Use](#)

- You should set the Label to something that clearly identifies the file, such as "Total Therapy Cover Letter" or "UBC Camps Resume", so you don't accidentally attach the wrong document to your application
- Make sure you choose the correct document type (Resume, Cover Letter, etc.) as the application will request one or more types of documents and for each one you will only be able to choose from a list of that type of document



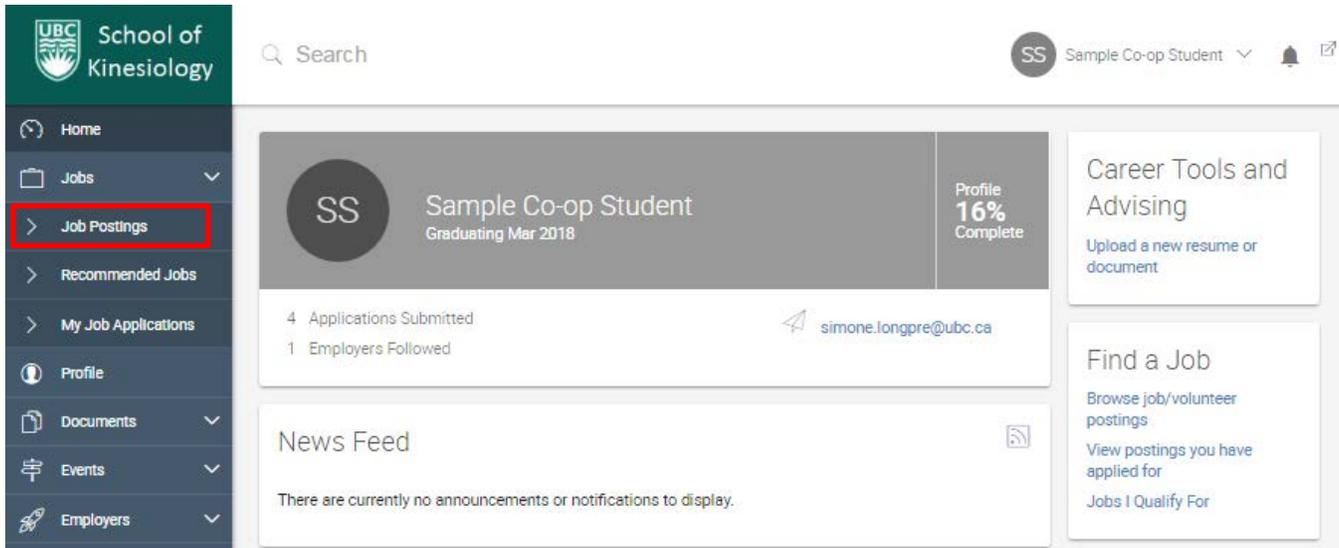
- Select the document you intend to upload by clicking Choose File, selecting the correct file, and clicking Open
 - Click Submit
5. After clicking Submit, you will be taken back to the Resumes page where you will see your newly uploaded document

- Once you upload your document, you should ensure it loads by clicking View as PDF. This should load your PDF in a new browser tab. If the PDF doesn't load, or if that option isn't available, your document was not correctly uploaded and you will need to upload again. Please see **Troubleshooting Uploads** for some possibilities as to why your upload failed
 - If you need to make any changes to the document information (Label, Document Type) once you have uploaded it, you can click on View, which will bring up a page that is almost identical to the page you originally uploaded the document with
6. Repeat this process for all documents you have to upload for your application(s)

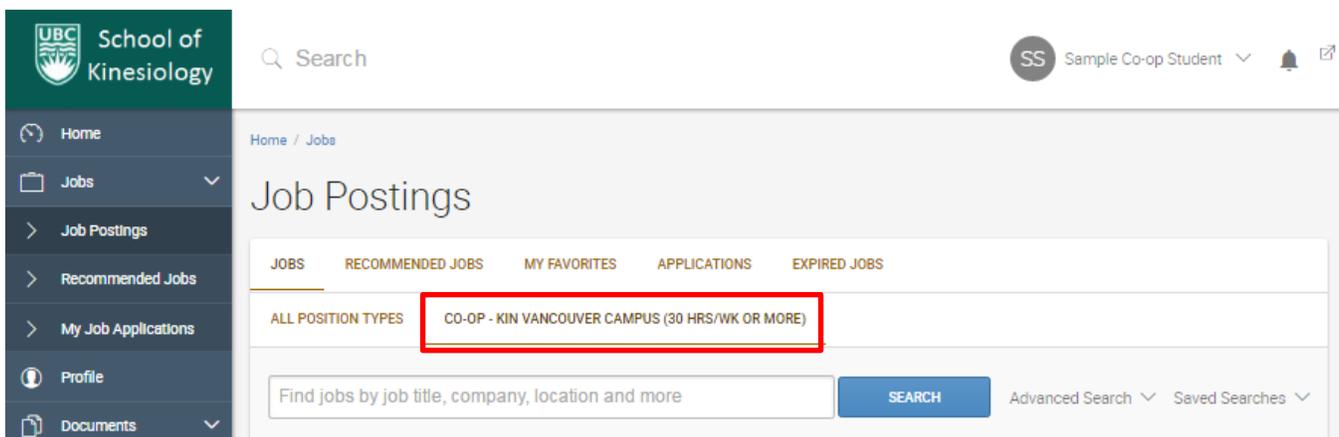


Finding a Job Posting

1. Login to [Simplicity](#)
2. Navigate to the job postings page by clicking Jobs > Job Postings



3. Narrow the criteria for postings that you see by selecting the Co-op – KIN Vancouver Campus (30hrs/wk or more) tab



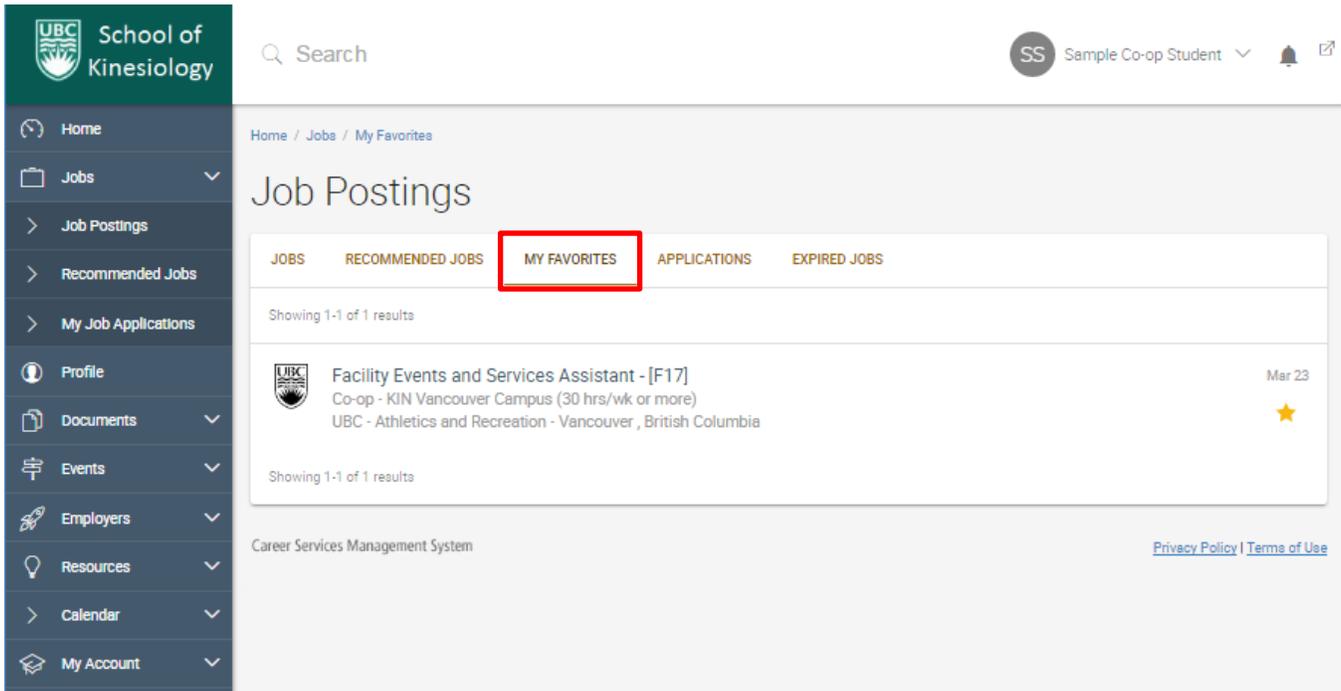


- Review an available job posting by clicking its title. This will provide you with information about the job such as Description, Qualifications, Location, Posting Date, Expiration Date, Duration, and Salary in the center section of the screen. The right section of the screen provides you with Important Dates (Posted On and Applications Accepted Until) as well as the Contact Information (who you should address your cover letter to) for this position

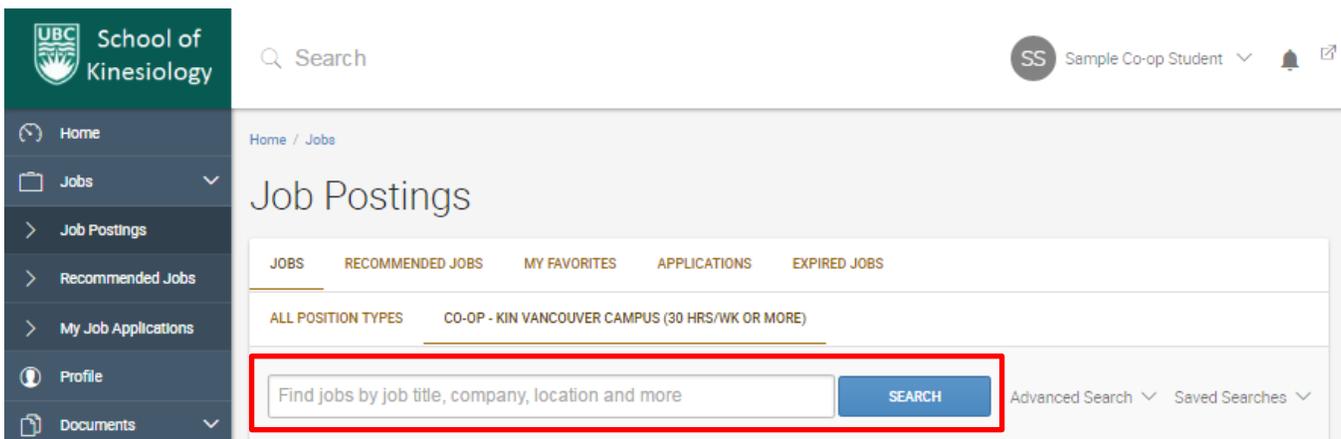
The screenshot shows the user interface of the UBC Kinesiology Co-op Program website. On the left is a dark blue navigation sidebar with icons and labels for Home, Jobs, Job Postings, Recommended Jobs, My Job Applications, Profile, Documents, Events, Employers, Resources, Calendar, and My Account. The main content area has a search bar and a breadcrumb trail: Home / Jobs / Facility Events And Serv... Below this is a large banner for the job posting: 'Facility Events and Services Assistant - [F17]' with a star icon. The banner includes the UBC logo, the job title, location details ('Co-op - KIN Vancouver Campus (30 hrs/wk or more) UBC - Athletics and Recreation - Vancouver, Canada'), a '+ FOLLOW' button, and an 'APPLY' button. The job details are organized into sections: 'Position Type' (Co-op - KIN Vancouver Campus (30 hrs/wk or more)), 'Description' (IMPORTANT NOTE: THIS POSTING IS FOR A FALL 2017 POSITION), 'POSITION SUMMARY' (This position is important to the operations and goals of the Department of Athletics and Recreation...), and 'DESCRIPTION OF DUTIES' (Frequently, the employee must work at their desk for a full day's shift...). On the right side, there is a sidebar with a red border containing 'Important Dates' (Posted On: Mar 23, 2017; Applications Accepted Until: Apr 16, 2017), 'Screening Criteria' (Applicant Type: Kinesiology Co-op), and 'Contact Information' (Employer: UBC - Athletics and Recreation; Name: Taira Jolie).



- You can save postings you would like to look at again later by clicking the star next to the title on the individual posting page or the Job Postings page
 - You can then find these postings under the My Favorites tab on the Job Postings page



- You can also search for a job posting using the search bar on the Job Postings page. This will look for the keywords you enter within Position Titles, Company Names, and Position Descriptions



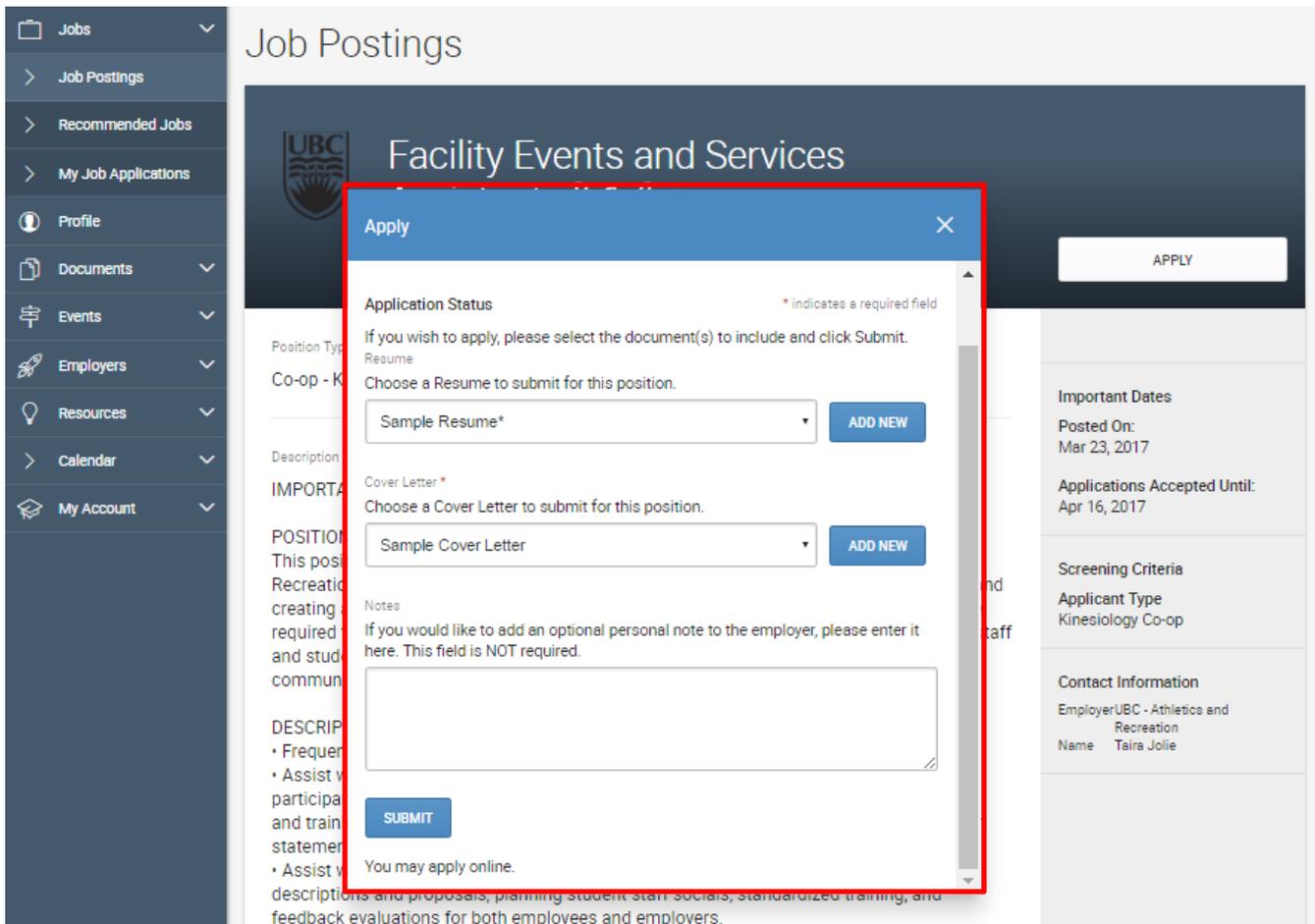


Submitting an Application

1. Login to [Symplicity](#)
2. Upload your documents
 - See [Uploading Documents](#) for details on uploading
3. Find the job you wish to apply for
 - See [Finding a Job Posting](#) for details on viewing jobs
4. Once on the page for the particular position you wish to apply for, click Apply

The screenshot shows the Symplicity interface for a job posting. On the left is a dark navigation menu with the UBC School of Kinesiology logo and various options like Home, Jobs, Job Postings, Recommended Jobs, My Job Applications, Profile, Documents, Events, Employers, Resources, Calendar, and My Account. The main content area has a search bar and a user profile 'SS Sample Co-op Student'. The job title is 'Facility Events and Services Assistant - [F17]' with a star icon. Below the title, it says 'Co-op - KIN Vancouver Campus (30 hrs/wk or more)' and 'UBC - Athletics and Recreation - Vancouver, Canada'. There is a '+ FOLLOW' button and a red-bordered 'APPLY' button. The 'Position Type' section shows 'Co-op - KIN Vancouver Campus (30 hrs/wk or more)'. The 'Description' section starts with 'IMPORTANT NOTE: THIS POSTING IS FOR A FALL 2017 POSITION'. On the right, the 'Important Dates' section shows 'Posted On: Mar 23, 2017' and 'Applications Accepted Until: Apr 16, 2017'.

- Please note: if you have not uploaded any documents, the Apply button will not appear on a posting. Make sure you have at least one document uploaded before you attempt an application
5. This will bring up a small window that allows you to choose the documents you wish to apply with



- Use the drop down menus to select the documents you wish to apply with. Make sure you select a document for each type asked for
 - Though Symplicity offers the ability for you to add a new document in this window, we don't recommend it as it is prone to failure. If you need to upload a new document, we recommend you follow the steps in **Uploading Documents**
 - Click Submit
6. Once you click Submit, the small window will indicate that your application has been submitted, and there will be an Applied note next to the title of the position

Home / Jobs / Facility Events And Serv...
Job Postings
Facility Events and Services Assistant - [F17] Applied
 Co-op - KIN Vancouver Campus (30 hrs/wk or more)
 UBC - Athletics and Recreation – Vancouver , Canada + FOLLOW APPLIED
 Position Type
 Co-op - KIN Vancouver Campus (30 hrs/wk or more)
 Description
IMPORTANT NOTE: THIS POSTING IS FOR A FALL 2017 POSITION
 POSITION SUMMARY
 Important Dates
 Posted On:
 Mar 23, 2017
 Applications Accepted Until:
 Apr 16, 2017

7. You can view your applications under the Applications tab on the Job Postings page

Home / Jobs / Applications
Job Postings
 JOBS RECOMMENDED JOBS MY FAVORITES APPLICATIONS EXPIRED JOBS
 Exp. Learning Offer Status

 SEARCH CLEAR
 Showing 1-5 of 5 results SORT BY: Submitted On
Facility Events and Services Assistant - [F17]
 UBC - Athletics and Recreation
 Application Submitted Mar 24, 2017, 3:02 PM
View Resume View Cover Letter Withdraw

- From this page, you can also view the documents you submitted with your application, and, if the posting is still open, withdraw your application
- You can see the full posting for the position you applied to by clicking on the title



Troubleshooting Uploads

As with all technology, Symplicity can be particular about items being uploaded, including the file type, the name of the file, and the size of the file. If you are having trouble uploading a document, check to see if your documents and account satisfy these conditions:

- Document type should be PDF
 - Though Symplicity does accept Microsoft Word documents, it is best to save it as a PDF first for 2 reasons:
 - You know the formatting will not change, and
 - The system won't have to spend time trying to convert your file, since it stores uploaded files as PDF documents
- Document size should be less than 500kb
 - For documents with only words and a bit of formatting, this shouldn't be an issue
 - If your document is too large and you cannot determine why, try starting a new document and inputting your information again. You may have some lingering data from an object that was deleted, or some background data from formatting
- Document name should only contain alphanumeric characters and certain symbols
 - Alphanumeric refers to anything within a-z, upper or lower case, and the numerals 0-9. Unfortunately accented characters are not accepted
 - Allowed symbols include: () - _
- You are allowed a maximum of 10 documents within your account on Symplicity
 - You will be unable to upload another file if you have reached the 10 document limit, so consider removing documents that you no longer need as you go
 - Once you have applied for a position, the documents you used to apply have been attached to your application and will remain that way unless you withdraw your application, even if you delete them from your documents list



Chapter 10: Independent Job Search Techniques

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 – they make them happen. The Co-op Coordinator has helped you prepare a great resume and cover letter – now what? YOU need to get out there and go find a job!

Plan to spend 2-4 hours per week on your job search.

Obviously, jobs posted on Symplicity through the Co-op Office are a great source of potential employment opportunities but there are a lot of other avenues to explore:

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

Steps for a Successful Independent Job Search

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

1. Developing a list of network contacts;
2. Creating your personal '30-Second Summary';
3. Researching and targeting employers;
4. Making the contact (in person or by email or phone);
5. Tracking contacts and managing the follow up process; and
6. Getting approval from the Co-op Coordinator prior to accepting a position.

Step 1: Developing a List of Network Contacts

Networking is the single most effective way of finding your own job.

Networking is a focused method of developing contacts – people who can provide career information that could lead to a job.

It has been estimated that almost 80% of the 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?

Step 2: Creating Your Personal 30-Second Summary

If you want people to help you find employment, you have to be able to clearly communicate via phone or email what exactly you are looking for. Your Personal 30-Second 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/practical and transferable skills) and how you hope the person can help. Use your resume, personal



attributes and accomplishment statement assignments to develop your summary.

How to use your Personal 30-Second Summary

The following are samples of the types of networking communication that you can expect to use during your independent job search. You can see how the 30-Second Summary (highlighted in each example below 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 a health promotion-related position for my Kinesiology co-op work term and my dad thought that you might be able to help me. Do you have a few minutes to talk?

I'd like to find a corporate health promotion position but would be happy to consider broader health and fitness positions as well. I have strong health promotion related experience including project management with a non-profit health agency. I am also a BCRPA registered fitness leader and CSEP certified. I am comfortable working in both a corporate or fitness centre environment and have worked with a variety of client groups including children, the elderly and elite athletes. My personal strengths include initiative, teamwork and communication skills and I am available in May for a 4- or 8-month placement.

Do you think that your company would be looking for a student with my skill set?

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

No? Do you know of any other companies or contacts that might be interested in hiring a Kinesiology co-op student?

Family or Friend Email

Hi Auntie Sue,

As you probably know, I am currently a co-op student at UBC and am starting to investigate different options in order to find a position for my upcoming co-op work term. Do you have any friends or business contacts that would be looking to hire a student like me this summer? I would appreciate if you could forward this email on to them or if you prefer, I could contact them directly. I've attached my resume if any of your contacts are interested in reviewing my qualifications in more detail.

In addition to my knowledge of anatomy, biomechanics and motor development, I have very strong lab skills that I developed through course work and volunteering in the Motor Skills Laboratory run by one of the professors in the School of Kinesiology. I would be interested in securing a work term in a motor development or related research laboratory.

Any help or suggestions that you could offer would be of tremendous help to me.

Cold Call to Hometown Employer

Hi. I'm a UBC Kinesiology co-op student from the Kamloops area and I am trying to find out about possible employment opportunities in your clinic. Can you recommend the best person to speak to about 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 School of Kinesiology student originally from the Kamloops area. Would you have a



few minutes to talk to me about possible co-op employment opportunities in your clinic? From the research that I've done on your physiotherapy clinic, I think that you might be able to use someone with my skills.

I enjoy working with persons in a rehabilitation capacity and in particular have broad exercise prescription experience. I have worked in private and community fitness centres and have taught people of all ages and abilities to perform safe and effective exercises using a variety of exercise equipment including free weights, tubing and exercise balls. I have also developed excellent communication and customer service skills through my fitness related work and also as a volunteer at Children's Hospital.

Based on my skills, do you think that there might be an opportunity with your company? I am available for 4- or 8-months beginning in May.

Step 3: Researching and Targeting Employers

- Look around your hometown! There are many employers within and outside the Lower Mainland that could use the skills of Kinesiology students and that the Co-op Office has not yet discovered. Quite often, companies in small-town 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 applied health, fitness, sport performance and sport administration magazines. Attend events organized by professional organization such as BCRPA (British Columbia Recreation and Parks Association), CSEP (Canadian Society for Exercise Physiology), CACR (Canadian Association of Cardiac Rehabilitation), CKA (Canadian Kinesiology Alliance), etc.

By monitoring industry magazines and attending events you will learn about companies, industry overviews and market conditions.

- Visit the UBC [Centre for Student Involvement & Careers](#) (CSI&C), located in Brock Hall as they have resources that can serve you in your job search process.

Step 4: Making the Contact

- Be sure you know what a co-op position looks like before you contact any potential employers. Please review the [Co-op Information for Employers](#) and the [Co-op Placement Criteria](#) prior to contacting employers. You may also provide this information to employers if they would like to learn more about the program.
- Monitor local and national newspaper classified advertisements. Do not spend much of your time using this technique – advertised jobs account for only 20% of the total jobs available.
- Use the internet. Websites such as the [Canada Job Bank](#), [Monster](#), [Indeed](#), and [WorkBC](#) and other provincial or regional job boards can be useful to target particular geographical or topical areas of interest.
- Attend career fairs. These events are an excellent opportunity to meet employers. You can gain valuable information about a specific employer industry and obtain contact names. Do your homework and be prepared; talking to an employer at a Career Fair is like a real interview:
 - Take an updated resume and a note pad and pen;
 - Dress appropriately – you are being interviewed;
 - Visit and talk to someone at each booth; and collect business cards.



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 to gather information or to arrange an appointment;
- Know the name of the person to whom you wish to speak. If you don't know the person's name, start by obtaining this information;
- Use your Personal 30-Second Summary;
- Be prepared to leave a message. Before you call, think about what you will say if you reach voice mail. If someone referred you to this person, use this information as part of your message; and
- Don't forget to follow up.

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 Skill Tips

As you conduct your calls, keep the following tips in mind:

- Ask the person that you are speaking with if this is a convenient time for them to talk;
- Smile as you speak into the phone - the tone of your voice will brighten;

- Assume that most people in responsible positions will be willing to talk with others who are enthusiastic and interested in them, what they are doing, their job and their organization;
- Success at reaching your party increases when you call first thing in the morning, immediately before or after lunch, or late in the afternoon. Mondays are a good day to place a call;
- Keep well-organized records of your telephone calls, contacts, and upcoming meetings and interviews;
- Speak with clarity and be clear about the purpose of your call; and
- If no interview is possible, suggest dropping off your resume and introducing yourself in person at the same time.

Step 5: Tracking Contacts and Managing Follow Up

Organization and a good tracking system are critical to an effective job search. We have provided an [example tracking sheet](#) in the Appendices, but use whatever system works best for you!

Step 6: Getting Approval from the Co-op Coordinator

The Kinesiology Co-op Program works with countless employers within a well-established recruitment process. Before you accept a position that was not posted by us, you must have the Co-op Coordinator review the position for co-op eligibility first.



Chapter 11: Interviewing Skills

Interview Basics

For most people, interviews 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 that 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. It provides the employer with an opportunity to obtain more detailed and/or additional information that is not available on your cover letter or resume. The employer is able to compare candidates and select the individual most 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; all candidates are asked the same questions in the same order, while others may be informal and unstructured. Every interviewer brings a distinct approach and personal style to a job interview.

Length

The typical co-op job interview ranges from 30 to 60 minutes in length, but do not be alarmed if you finish earlier than the

appointed time. Alternately, some interviews can last as long as 1½ - 2 hours if you meet with more than one interviewer.

A short interview is not an indication of failure. The employer may feel you have answered all the questions adequately and may not require additional information.

The Interviewer

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

Applied Health Specialist/Sport

Administrator – These interviewers have technical backgrounds and are most often interested in your “hard” skills and 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/practical assignment.

One-on-One Interview

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.

Group Interview

You and other applicants may be interviewed at the same time by one or more interviewers.



You will be required to answer questions and/or complete tasks with the other candidates.

Panel Interview

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/Skype 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, your interest will be heard!

In a Skype interview, make every effort to use video as this is as close as you can get to an in-person interview. Always be prepared to use video in the event the employer expects it. Ensure you are in a quiet space with a tidy background. If you need a webcam and/or a quiet, professional space to conduct your Skype interview, contact the Co-op Office and we can book equipment and/or a space for you.

Employer Tests/Practical Interview

Some employers will ask you to complete a technical/practical 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 potential training required.

Content

There is a wide variety of ways an interviewer may assess your abilities. You will be asked

different types of questions to assess your technical skills, academic achievements, and personal qualities.

Skills/Abilities – Employers may need specific technical or quantitative skills. If so, they will ask you a variety of skill-based questions, including:

- What is your background in exercise prescription?
- What anthropometric measures do you have experience taking?

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 activities, hobbies and community work:

- What were your main duties in your previous job? What did you learn?
- What was 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 resume.

Agency Fit – Employers may wish to assess your ability to fit into their work environment/culture. 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 that you present yourself during the interview. Personal qualities such as self-confidence, enthusiasm, determination and motivation are highly valued by employers.

- 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 seem to be 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:

- What are your career goals? How does this job fit with them?
- 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 the Company be working on in the next 12 months?
- What kind of environment will I be working in?

Unusual 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.

It is important when answering these types of questions to keep in mind that you are being assessed in 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 include your thought process: what assumptions you are making, and how you come to your conclusion. It is your thought process itself that the interviewer is often interested in, therefore thinking it through inside your head and only stating your final answer does not give them what they are looking for.

Illegal Questions

The [Canadian Human Rights Act](#) prohibits questions pertaining to: race, national or ethnic origin, colour, religion, age, sex, sexual orientation, gender identity or expression, marital status, family status, genetic characteristics, disability, and conviction for an offence for which a pardon has been granted or in respect of which a record suspension has been ordered. 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 the question,
 diplomatically request clarification as to the

relationship between the question and the job
 requirements.

Appropriate and Inappropriate Interview Question Examples

Topic	Inappropriate Question	Appropriate Question
National or ethnic origin	Where were you born?	Are you legally entitled to work in Canada? Note: If applying for a position funded by the Canada Summer Jobs Program, it is legal for the employer to ask you your status in Canada.
Age	How old are you?	Have you reached the minimum or maximum age for work as defined by law? Note: If applying for a position funded by the Canada Summer Jobs Program, it is legal for the employer to ask you if you are between the ages of 15 and 30.
Sex/Gender Identity or Expression	What are your child care arrangements?	How would you like to be addressed during the interview?
Marital Status	What's your marital status? Who do you live with?	As travel is part of the requirements of our position, would you foresee any problems meeting this obligation?
Disabilities	Do you have any disabilities? Have you had any recent or past illnesses or operations?	Do you have any conditions that could affect your ability to complete this job?
Height and Weight	How tall are you? How much do you weigh?	None
Address	What were your addresses outside Canada?	What is your address?
Religion	What are your religious beliefs?	Would you be able to work the following schedule?
Criminal Record	Have you ever been arrested?	Are you willing to submit to a Criminal Records Check?
Affiliations	To what political or social organizations do you belong to?	As a Kinesiologist, are you a member of the Canadian Kinesiology Alliance?



The Behaviour-Based Interview

The basis of the Behaviour-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 will be to gain evidence that the applicant possesses the particular combination of selection criteria that they are looking for. They will do this by asking the candidate to give specific examples of what they have done that demonstrates that they possess the particular selection criteria required for that position. The questions are usually quite detailed and the questioning will often be fairly 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 exercise prescription. 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. It's the difference between an average answer and a great answer; or the difference between successfully securing a job and being the runner up!

SITUATION - Provide a very brief description of the situation so that the employer has some context for your answer.

TASK - Summarize what your tasks and responsibilities were as it related to this situation.

ACTION - What action did you take to remedy, improve or change the situation?

RESULT - In as much quantitative detail as possible, what were the results of your actions?

TRANSFER - What personal or professional insights or skills did you gain that you will transfer to the position that you are being interviewed for.



START Technique Examples

We're looking for a student who is willing to work hard, can jump in and help the team in any way they can. Can you give me an example of when had to go above and beyond the call of duty to help a team?	
Average Response	START Response
When I was working at Milestone's as a server, I often had to take responsibility for extra tables or work longer hours when co-workers did not show for their shifts. It was really hard work but it helped keep the customers happy and took the pressure off of other servers who were new to our restaurant and couldn't handle any more tables.	I'm definitely not afraid of hard work and like helping out my team when it comes to work or school. When I was working at Milestone's as a server (SITUATION), I often had to take responsibility for extra tables or work longer hours when co-workers did not show for their shifts (TASK). I developed a system so that 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 that we get a project completed on time or helping a co-worker develop a complicated training program/exercise prescription, I am prepared to work hard to get the job done (TRANSFER)
How do you get your peers to accept your ideas and contributions?	
Average Response	START 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 that my ideas may be better suited to the problem at hand.	Last year, I was responsible for fund-raising at my local Church because I was President of the Youth Group (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 that we wanted to adopt 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 upfront, 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). Even though I have limited related work experience, my team members at XYZ Company are still going to expect me to contribute ideas, but I'm going to have to make sure that I back up my ideas or suggestions with facts to help with my credibility at your company (TRANSFER)



Seven Key Performance Skill Dimensions

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

1. 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
2. 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
3. Ability to Grow and Adapt
 - Cope with the demands of work
 - Respond to new challenges and changing expectations
4. Communication Skills
 - Demonstrate clarity and fluency in oral communication
 - Listen and convey a genuine interest in the opinions of others
 - Ability to influence others
5. Level of Commitment and Motivation
 - Demonstrate initiative and commitment to excellence
 - Consistently meet and exceed employer expectations
6. Organizational Ability
 - Set and adjust priorities; create and implement strategic plans

- Follow through with and meet responsibilities
7. 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. Was this experience difficult? How did you resolve the situation with this person?
- Tell me about a positive experience working 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/professor? 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 that you ever had to handle – perhaps an angry or irate customer. What did you do or say to try and calm 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 towards 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 were 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 that you are not always talking about 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 that can act as a reference for you. This means they must be willing and able to speak about the work that 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 to you to obtain please speak with the Co-op Coordinator about other possibilities.

Ask your references well ahead of time if they are willing to be contacted during your job search and confirm that 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 you are asked. Have your name and contact information at the top of the page then list each reference including their name, when and where you worked for them, their relationship to you, and their phone number and/or email address. See the next page for an example.

References

Natasha Ching
Human Resources Manager, ABC Ltd.
Tel: 250.555.1234
Email: hr@abc.net
Former supervisor at Speedy Burgers

Bob Barker
Physiotherapist, 123 Rehab
Tel: 604.822.1234
Email: bbarker@rehab.ca
Volunteer supervisor at 123 Rehab

John Keyes
Coach, Superior Soccer
Tel: 604.999.1234
Email: jkeyes@superiorsoccer.com
Former soccer coach



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 is interesting or attractive 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 Kinesiology Co-op Office, UBC Career Services, as well as at university and public library systems.

Know the Location

Where Students Fall Down in Interviews

1. They don't know about the company
2. They don't have a genuine, well prepared answer for "Why do you want to work at this company?"
3. They can't communicate their strengths or weaknesses

Be clear on the location of your interview, duration and name of the interviewer. If the interview is off-campus, write down the company's telephone number and name of the interviewer.

Plan for Unexpected Situations

If for any reason you are late for or unable to attend an interview, call the Co-op Office (604.822.4794) to inform co-op staff as soon as possible. If you have been given contact information for the employer, you may also contact them directly.

Always leave extra time to arrive at a job interview, in case you get lost! This is

especially true if you rely on public transportation.

Anticipate Questions

Try to anticipate some of the questions that may be asked during an interview. Put yourself in the employer's shoes. If you were interviewing someone for this job, what questions would you ask to determine if they were the best candidate for the position?

Consider Points to Stress

Outline the skills or qualifications that 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:

1. Analyze the job description for which you are being interviewed;
2. Break the job description down into skill areas; and
3. 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 the Co-op Coordinator when you receive a job offer.

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 that they are 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: friends, roommates or family members.

Pointers for Your Job Interviews

First impressions leave a lasting impact. Be prepared and dress the part. Dress professionally for every interview. Even if you wouldn't expect to be wearing suits on the job, you must dress formally for the interview. It is common for the interview candidate to be the most formally dressed person in the room!

Appropriate Attire

- Suit jacket/blazer with blouse/dress shirt and coordinating skirt or pants
- Dress shoes
- Conservative jewellery

Note: Avoid wearing strong perfumes or colognes as many people are allergic and scent-free zones are becoming more common place.

Interview Preparation

- Take the interviewer's name, telephone number, and Co-op Office telephone number with you just in case you're late.
- Bring a copy of your application, references, a notepad, and a pen.
- Do a quick check of your appearance in the mirror before you go out.

Arrival at the Interview

- Arrive 10 - 15 minutes early.
- If your interview is at the Co-op Office, inform the Front Desk that you have

arrived 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 that have been given to you.

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. These questions are to help you relax and for them to get to know you a little bit.
- The interviewer(s) may tell you information about their company and the position. Listen and make notes if any questions come up that you want to ask them later.
- Be aware of the positive and negative body language that you may be conveying. Maintain eye contact with the interviewer. Sit up straight and project your voice, using a positive tone. Be enthusiastic - this is extremely important.
- Maintain a professional and courteous manner at all times.
- Do not chew gum or suck on candy/mints.
- Avoid yes or no responses - provide specific examples of your skills, qualifications, and experience.
- Answer questions honestly.
- Avoid using slang expressions such as "ya", "ya know", "like" or "ummmm".
- Listen carefully to the questions. If you're not sure what they're asking, ask for clarification. Take a moment to mentally



prepare your answer before you begin speaking

- Stay focused on the question and avoids long, meandering responses. If you get off-track during your response, stop and tell the interviewer that you got off-track and would like to start your answer over again.
- Do not chatter needlessly in order to fill silences.
- When an employer asks “Do you have any questions?” NEVER respond “no” – ask the 2-3 questions you prepared in advance.
- 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 that they are offering.
- Shake hands and leave.

After the Interview

- After your interview, complete an [Interview Contact Sheet](#) (see Appendices) to keep a record of your interviews and evaluate your performance.
- If you did not perform well in the interview, arrange to meet with the Co-op Coordinator to evaluate your performance.
- If you like, send a follow up email to thank the interviewer for their time.



Chapter 12: 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 more informal than others but regardless, they are very different from the academic surroundings you are used to. In this section, we will discuss some of 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

It is crucial to make excellent first impressions in order to be success in the workplace. Furthermore, you will need to have a thorough understanding of the company, your role and your supervisor’s expectation 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 the action items for the first three weeks.

Time Frame	Action Item
Before the term starts	<ul style="list-style-type: none"> ● Research the history of the company and division/unit employing you. This should include the products and services that the company produces/provides. Take detailed notes on your findings and sources. ● Review with your company HR contact or other primary contact the following items: <ul style="list-style-type: none"> ○ Start date and time; ○ Dress code and required equipment (if applicable); ○ Your expected work hours; and ○ What you need to bring with you on the first day ● Organize transportation to the worksite ● Determine the parking situation. Is there street parking? Is parking on-site restricted?
Week 1	<ul style="list-style-type: none"> ● 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.
Weeks 2 and 3	<ul style="list-style-type: none"> ● 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 detailed notes during every meeting; include names and titles of participants.



Guidelines for the Workplace

Greetings

In business situations, a firm handshake with good eye contact is appropriate when you are first introduced.

Titles/Forms of Address

Using first names only has become the standard in most North American organizations. However, if someone is introduced or introduces themselves using the more formal standard, (i.e. Mr. Jones, Dr. Chan, Ms. Becker), then you should follow their lead. If you're unsure, use the formal standard until they ask you to call them by their 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 a more flexible approach to time and work hours. **You should always be early for work and meetings.**

Body Language

Be aware of your body language and the message it communicating to your colleagues. Avoiding eye contact is seen as a sign of disrespect, lack of interest, lying, 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 (jeans and t-shirt or shorts/track pants and t-shirt in a fitness setting) to business casual (khakis and button-down shirts) to business (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 that clothes are clean and neat. Strong cologne or perfume is not appropriate in the workplace as many people have allergies to scents.

Religious Holidays

Many Canadian statutory holidays are linked to Christian traditions. If you need time off for other religious observances, 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 term but instead receive 4% vacation pay. If you need to take time off, you should speak with your supervisor well in advance to see if this is possible. If you know that you will need time off before you begin your work term, you should discuss this with your employer when an offer of employment has been extended.

Work Term End Dates

The work term end dates are specified in your offer letter and it is expected that you 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 the Co-op Coordinator.

Sick Days/Personal Appointments

Be sure to inform your supervisor or an HR representative before your shift begins if you are unable to work due to illness. If at all possible, schedule personal appointments outside of work time. If this is not possible, be sure to request permission from your supervisor well in advance.



Extended Illness

For illnesses that last for more than three days, you must inform the Co-op Coordinator about the extended time that you will be away from work. This is in addition to informing your supervisor and an HR representative about the implication the extended illness will have on your employment, which can include reduced salary during the period of your extended illness depending on the company's policies.

Injuries on the Worksite

It is imperative that all injuries in the workplace get reported to your supervisor immediately. This includes small and minor injuries. The company's policy and reporting procedures with respect to injuries must be strictly adhered to and [WorkSafeBC](#) will need to be informed through your employer. You also need to inform the 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 what your employer's policy is. Of course, it goes without saying, that regardless of policies, viewing adult or inappropriate sites is unacceptable.

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

Teamwork

When working in a team environment, input is expected from all members and it's 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 then work up from there. If you feel strongly about an idea or position, don't be afraid to passionately present your viewpoint.

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 of others. When you are facing a problem that you don't know the answer to, you should invest a reasonable amount of time and make a reasonable effort to solve the problem on your own. However, don't be afraid to go to your supervisor or co-workers to ask for assistance.

Ethics

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 them. Ethical dilemmas arise due to conflicts of interest between different parties in a situation; your principles and those of your employer may not always coincide. There is a variety of ethical dilemmas or potential conflicts of interests that you may encounter, including the following situations:

- You are 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 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 is racism or other prejudices exhibited within the workplace; and/or
- You or your colleagues are subjected to unprofessional and generally unacceptable behaviour by managers or fellow employees.

There are various levels of rules and/or principles to which you can refer 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 the Co-op Coordinator.

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 are placed in a private organization that is undertaking research similar to that pursued by UBC faculty; furthermore, release of information may be detrimental to one or the other party;
- You acquire knowledge on an earlier work term that is of great interest to a current employer, but may place the previous employer at a disadvantage (e.g. plans for

new products or services, details of projects you were working on, etc.); or

- You are 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 work place. Here are some general rules to guide your behaviour in the workplace:

- Protect the interests of your current and previous employers to the best of your ability. Prove that you are 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 and break 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 that they are adequately secured. It is not advisable to leave confidential or sensitive material lying around; and
- 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 and faculty may not even be authorized to review it.



Intangible and Intellectual Properties

You may be in the position of working for several companies that could or do compete with each other; therefore, you should be aware of the restrictions that exist upon the use of information that you may gain as a result.

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 that 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 this 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 the Co-op Coordinator before taking any action that may put you or your employer at risk.

Unacceptable Behaviour

As a UBC student you should be familiar with the Academic Regulations described in the [UBC Calendar](#). While you are on a co-op work term, these regulations are applicable to everything that 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 under the Student Conduct and Discipline section of the Campus-wide Policies and Regulations.

Employment Legislation

The British Columbia [Employment Standards Act](#) (E.S.A.) covers employee rights in all jobs in BC, including co-op work terms. This and all other provincial ESAs ensure that workers receive at least the minimum standards of wages and terms of employment; furthermore, they establish basic rights for employees and employers' obligations. Most co-op students fall under the jurisdiction of the Act of their province of employment and although the Acts may vary slightly from province to province, they encompass the same basic principles. Other co-op students fall under the jurisdiction of the Federal Standards Act, depending on the industry of employment.

These legislations offer detailed information on the following topics:

Minimum Wage

The minimum wage varies from province to province based upon individual ESAs. Effective September 15, 2017, the B.C. Government minimum wage is \$11.35 per hour.

Paydays

All employees receive pay at least twice a month. Employers must pay all money earned in a pay period within 8 days after the end of the pay period, except annual vacation pay and wages credited to an employee's time bank. A pay period may not exceed 16 days.

Forms of Payment

Employers must pay wages in cash, by cheque, bank draft, money order, or 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, which includes the following information:

- employer's name and address;
- hours worked by the employee;
- employee's wage rate,
- whether hourly, salary, flat rate, piece rate, commission or other incentive basis;
- employee's overtime rate(s);
- hours worked at the overtime rate(s);
- 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: federal and provincial.

At the federal level, the [Canadian Human Rights Act](#) is administered and enforced by the Canadian Human Rights Commission and Tribunal.

At the provincial level, the [British Columbia Human Rights Code](#) 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.

The Canadian Human Rights Commission also oversees the [Employment Equity Act](#). This Act is in place to attain equality in the workplace.

The Canadian Human Rights Act as it pertains to Employment

The [Canadian Human Rights Act](#) specifies the following as "prohibited grounds of discrimination":

- Race
- National or ethnic origin
- Colour
- Religion
- Age
- Sex
- Sexual orientation
- Gender identity or expression
- Marital status
- Family status
- Genetic characteristics
- Disability
- Conviction for an offence for which a pardon has been granted or in respect of which a record suspension has been ordered.

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 on a prohibited ground of discrimination.
- To use or circulate any form of application for employment, or in connection with employment or prospective employment,



to publish any advertisement or to make any written or oral inquiry that expresses or implies any limitation, specification or preference based on a prohibited ground of discrimination.

- 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 individuals of any employment opportunities on a prohibited ground of discrimination.
- 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
 - Gender identity or expression
 - 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.

Harassment in the Workplace

Harassment, a type of discrimination, is 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. It is often subtle or overt abuse of power by someone in authority. Harassment can include:

- 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; and
- sexually explicit pin-ups and graffiti.

See the [UBC Equity & Inclusion Office website](#) for a Student Guide to Discrimination & Harassment.



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](#) 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 that arise 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 and protective devices or clothing and advise of potential or actual dangers. 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.

As an employee, you have the right and responsibility to refuse any work that could endanger the health and safety of yourself and/or others.



Chapter 13: Guidelines for Writing Co-op Reports

Overview

This section reviews the Kinesiology Co-op Program's requirements for each co-op work term assignment. Students must complete the work term report specified by these guidelines and submit them by the assigned deadline. Failure to do so will result in a failing grade.

Note: Each term there is a Work Term Information Package published on Canvas which contains the most up-to-date information about requirements for your work term, including assignment criteria. If there is a discrepancy between the information provided in this Handbook and the information provided on Canvas, the information on Canvas is considered most accurate and should be used.

Students will submit one report for each work term, according to the following schedule:

- Work Term #1 (KIN 101): Experiential Report
- Work Term #2 (KIN 201): Career Development Report
- Work Term #3 and #4 (KIN 301 & 401): Practical Workplace Report
- Work Term #5 (KIN 402): Technical Oral Presentation

Reports must be written on the student's time and not during co-op work term employment hours. Reports must be submitted to the appropriate assignment in the Placed course on Canvas.

General Guidelines

When preparing any report, keep the following guidelines in mind:

- Use standard, formal English (no slang; Canadian spelling) and be appropriate for a professional environment;
- Any specialist or technical terms should be defined the first time they are used. You can also include a glossary of terms in the appendices;
- References should be cited in APA style. Please see [How to Cite](#) by the UBC Library to learn more about citing in APA style;
- Start major sections of the report on new pages;
- Use section headers and sub-headers where appropriate;
- Number the pages:
 - All prefatory parts (pages which come before the body of the report) are numbered using lower case Roman numerals (ii, iii, iv, etc.). The title page is not numbered, but is counted as the first page; numbering begins at ii on the Table on Contents
 - The body of the report must be numbered in Arabic numerals (1, 2, 3, etc.). The first page of text is "1" and begins with the Introduction;
- Use double-spaced, 12-point font;
- Leave 1" margins on the top, bottom, and sides of each page; and
- Do not include any personally-identifying information (e.g. your name, student number, etc.) anywhere in your report.

Release Forms

Assignments for your first, third, fourth and fifth work terms (KIN 101, 301, 401 and 402) may contain confidential information and as such require a Release form ([Report](#) or [Presentation](#)) to be completed by the student's supervisor with submission of the



report or oral presentation. Work term assignments will not be graded if a release form is not received, and a failing grade may result.

If the confidential information is such that your employer would prefer to mark the assignment themselves, they may use the Employer Evaluation form ([Report](#) or [Presentation](#)) to do so.

The assignment for your second work term (KIN 201) are not to include any identifying or confidential information, but since the Co-op Program looks to post these reports for other students, there is a [Non-Confidential Work Term Report Release](#) to be submitted with your report.

Each of these release forms contain a section allowing you to indicate whether or not you permit the Co-op Program to post your non-confidential, de-identified assignment for viewing by Kinesiology Co-op Students. If you permit this, please ensure that you do not include any personally-identifying information in your assignment. This includes your name and student number. Since assignments are submitted through Canvas, this information will be attributed to your submission automatically.

Grading

Overall assessment of each report will fall into the following categories:

- Excellent
- Good
- Satisfactory
- Unsatisfactory

Successful completion of your work term consists of receiving a pass (P) and relies on the quality of your report and an Employer Evaluation result of Satisfactory or above. If

you fail to obtain a Satisfactory evaluation for both your report and your Employer Evaluation, a fail (F) will be entered for this work term. If your report alone is marked Unsatisfactory, you will be given 30 days to make revisions and resubmit to the Co-op Office for re-evaluation.

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



KIN 101: Experiential Report

Objective

During your first work term, you will write an Experiential Report. The objective of this paper is to encourage you to reflect on your present work experience and how it relates to your academic and career development. This report will also assist you to understand your first work term experience and the company you are working for. Please refer to the [Understanding the Workplace](#) section of this Handbook for details on a week by week breakdown when starting a new position.

Your Experiential Report will be written over the first seven weeks of your co-op work term and submitted by the eighth week to ensure you have a good understanding of your role in the organization. By the end of your second week, review the outline of the Experiential Report requirements with your supervisor and obtain input from them. 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.

Format

The body of the Experiential Report should be 2000 – 3000 words and follow the [General Guidelines](#) above.

Detailed Section Information

The table below explains the purpose and suggested content of each report section:

Section	Purpose	Content
Title Page	Identifies the topic and context of the report	<ul style="list-style-type: none"> Title of the report (clearly identifies the subject of the report) Co-op course term (i.e. KIN 101) Work term and year (e.g. Summer 2018) Co-op employer
Table of Contents	Identifies contents and organization of document	<ul style="list-style-type: none"> Section headings and corresponding page numbers
List of Figures (optional)	Identifies any figures, drawings, or photographs shown in the report	<ul style="list-style-type: none"> Titles of figures and corresponding page numbers
List of Tables (optional)	Identifies any tables shown in the report	<ul style="list-style-type: none"> Titles of tables and corresponding page numbers
List of Abbreviations (optional)	Identifies any abbreviations used in the report	<ul style="list-style-type: none"> Abbreviation and full phrase it describes



Introduction	Introduces company, division (if applicable), and nature of your position	<ul style="list-style-type: none"> • Subject and purpose of the report – states briefly why the report is being written and what the report is intending to achieve • Scope – describes how broad or how limited the treatment of the subject will be • 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 that it is a part of	<ul style="list-style-type: none"> • Company history • Industry overview • Competitors to this company • Company mandate • Staff organization chart (flow chart)
Division Overview	Presents the division or department that you are working in and how it functions within the company	<ul style="list-style-type: none"> • Division mandate • Discussion on how the division relates to the company as a whole • Briefly describe other divisions in the company and how they relate to the division you are working in
Position Overview	Provides the reader with a good understanding of the position that you have been hired for	<ul style="list-style-type: none"> • 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	Provides insight for future students and how they can succeed in this and similar organizations	<ul style="list-style-type: none"> • Provide tips and suggestions to future co-op students based on your experience to date with this company as to how they can succeed in this workplace
References	Acknowledges use of materials from printed sources in the preparation of your report	<ul style="list-style-type: none"> • Indicate exact source of all quotations and/or results of previous work • Use APA (American Psychological Association) style for all citations • Please refer to the UBC Library's guidelines for proper citation format
Appendices (optional)	Provides additional information referenced in the report	<ul style="list-style-type: none"> • Each piece of additional information should be presented as a separate appendix, with appendices numbered in sequence for easy reference



Grading

The Experiential Report is graded out of 50 points, broken down as follows:

Expression - 10 points	Structure - 10 points	Content - 30 points
Spelling & Grammar (5) Clarity & Style (5)	Layout (5) Readability (5)	Understanding of the Organization (10) Understanding of the Division (10) Understanding of the Position & Recommendations (10)

A more detailed description of how this report is marked can be found on Canvas, in the rubric associated with this assignment.



KIN 201: Career Development Report

Objective

During your second work term, you will write a Career Development Report. Those working in the fields of applied health and sport administration must understand the marketplace and the job opportunities that exist within a particular sector. Researching and writing this report will give you a better understanding of factors influencing employment in your sector.

To write this report, you will research the applied health field where you are currently employed, and a field where you would like to work in your future co-op work terms.

Identify the sector of applied health and sport administration that you are currently working in as well as a sector that you would like to work in for future co-op work terms. The two sectors must be different. The table below outlines some of the primary sectors in applied health and sport administration, with some overlap. This table is not an exhaustive list; sectors not listed can still be chosen for this report.

Sport/Fitness Training	Physical Rehabilitation	Sport Administration	Research	Health Promotion	Prosthetics & Orthotics
Community & Municipal Fitness Centres	Exercise Prescription (in conjunction with physiotherapy or occupational therapy)	Sport Development (sport governing bodies)	Laboratory Research	Health Promotion Agencies	Manufacturing & Fittings
Personal Training	Cardiac Rehabilitation	Sport Marketing	Sport Testing	Corporate Wellness & Fitness	
Sport Performance & Conditioning		Sport Management			

Format

The body of the Career Development Report should be 2000 - 3000 words and follow the [General Guidelines](#) above.

Detailed Section Information

The table below explains the purpose and suggested content of each report section:



Section	Purpose	Content
Title Page	Identifies the topic and context of the report	<ul style="list-style-type: none"> Title of the report (clearly identifies the subject of the report) Co-op course term (i.e. KIN 201) Work Term and year (e.g. Summer 2018) Co-op employer
Table of Contents	Identifies contents and organization of document	<ul style="list-style-type: none"> Section headings and corresponding page numbers
List of Figures (optional)	Identifies any figures, drawings, or photographs shown in the report	<ul style="list-style-type: none"> Titles of figures and corresponding page numbers
List of Tables (optional)	Identifies any tables shown in the report	<ul style="list-style-type: none"> Titles of tables and corresponding page numbers
List of Abbreviations (optional)	Identifies any abbreviations used in the report	<ul style="list-style-type: none"> Abbreviation and full phrase it describes
Introduction	Introduces the sector that you are currently working within and any future sector(s) that you wish to work within	<ul style="list-style-type: none"> Subject and purpose of the report - states briefly why the report is being written and what the report is intending to achieve Scope - describes how broad or how limited the treatment of the subject will be
Section 1	Reviews your current work term sector in detail	<ul style="list-style-type: none"> Sector history Projected economic status of the sector Political and governmental factors influencing/controlling the sector Opportunities for Kinesiology students/graduates Major employers in the sector - list 5 and for each employer provide the following (in bullet or table form): <ul style="list-style-type: none"> Full name of company/agency and parent company/agency (if applicable) Division (if applicable) Location (city, province/state, country) Website address Brief description of company/agency Why you included the company/agency in your list (e.g. largest, most innovative, projected growth, international interest, etc.) Union involvement (if applicable)



Section 2	Provides an overview of the technical and non-technical skills gained and developed in your current work term	<ul style="list-style-type: none"> • Describe the technical skills required to success in this position • Describe the non-technical skills required to succeed in this position
Section 3	Identifies and assesses your desired future sector as it relates to your senior co-op work terms	<ul style="list-style-type: none"> • Sector history • Projected economic status of the sector • Political and governmental factors influencing/controlling the sector • Opportunities for Kinesiology students/graduates • Major employers in the sector – list 5 and for each employer provide the following (in bullet or table form): <ul style="list-style-type: none"> ○ Full name of company/agency and parent company/agency (if applicable) ○ Division (if applicable) ○ Location (city, province/state, country) ○ Website address ○ Brief description of company/agency ○ Why you included the company/agency in your list (e.g. largest, most innovative, projected growth, international interest, etc.) • Union involvement (if applicable)
Section 4	Provides an overview of the technical and non-technical skills you will need to gain in order to attain your ideal senior Co-op work term in the sector identified in Section 3	<ul style="list-style-type: none"> • Review Symplicity job postings or other resources that are in the identified 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 non-technical skills required to succeed in this position • Describe a detailed plan of action as to how you will attain these skills
Conclusion	Provides final comments on your strategy to obtain your 'dream' Co-op position	<ul style="list-style-type: none"> • List possible strategies that you will implement to assist you in becoming a highly sought-after Kinesiology Co-op student
References	Acknowledges use of materials from printed sources in the preparation of your report	<ul style="list-style-type: none"> • Indicate exact source of all quotations and/or results of previous work • Use APA (American Psychological Association) style for all citations • Please refer to the UBC Library's guidelines for proper citation format



Appendices (optional)	Provides additional information referenced in the report	<ul style="list-style-type: none"> Each piece of additional information should be presented as a separate appendix, with appendices numbered in sequence for easy reference
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Grading

The Career Development Report is graded out of 50 points, broken down as follows:

Expression - 10 points	Structure - 10 points	Content - 30 points
Spelling & Grammar (5) Clarity & Style (5)	Layout (5) Readability (5)	Section 1 (10) Section 2 (5) Section 3 (10) Section 4 (5)

A more detailed description of how this report is marked can be found on Canvas, in the rubric associated with this assignment.



KIN 301 and 401: Practical Workplace Report

Objective

For your third and fourth co-op work terms you will write a Practical Workplace Report. Good written communication skills are vital to be successful in the applied health and sport administration fields. Writing work term reports will help you develop technical writing abilities throughout your co-op career.

To communicate well, those working in applied health and sport administration need to be able to write effectively. Writing reports is one of the most formal ways of presenting the results of professional work. However, professionals in applied health and sport administration positions must also be able to write:

- Advertisements
- Bulletins
- Contracts
- Emails
- Job descriptions
- Letters
- Memos
- Notes
- Presentations
- Procedures
- Proposals

Your report should be based on your co-op work term experience and address a challenge or area of needed investigation identified by you and your supervisor. If there is not an obvious challenge or specific project that you or your supervisor have identified, you should speak to the Co-op Coordinator, as they will be able to aid in topic selection.

This report is analytical rather than descriptive in style. It should contain accurate, factual information together with sound arguments and conclusions. The Practical Workplace Report contains four essential parts:

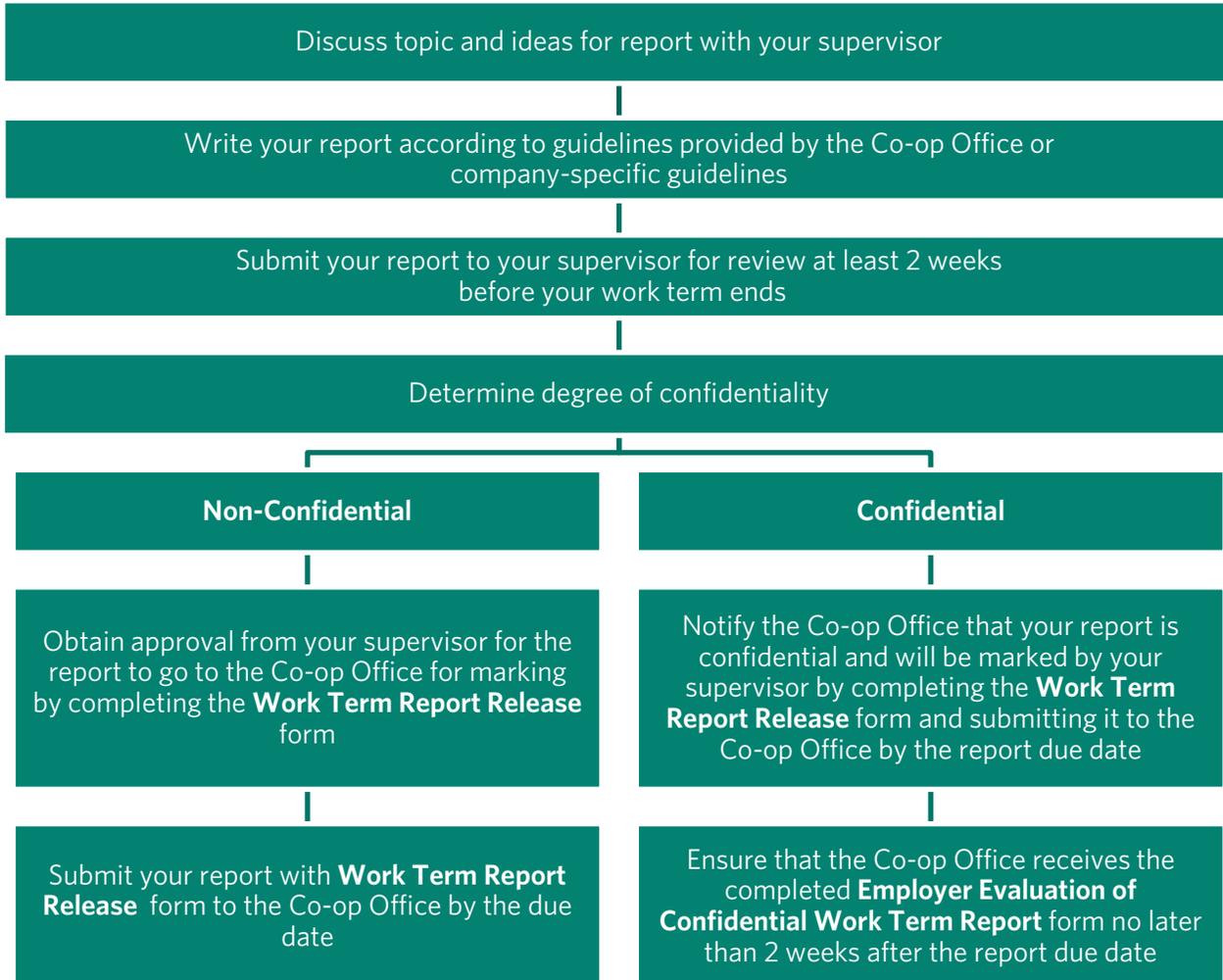
- A clear, concise summary and statement of the challenge addressed by the study
- Details of the study including assumptions, alternatives, and predicted outcomes
- Conclusions following from the details presented; and
- Recommendations derived from the conclusions and addressing the challenge

There may be a few situations in your career where recommendations are not required, however, organizations look to the professionals in the field for recommendations to address particular problems (improve product or service, address the needs of an underserved group, etc.).

The Writing Process Overview on the next page of this document may help you visualize the steps required throughout this process.



Writing Process Overview





Format

Your Practical Workplace Report will include a body of content (Introduction, Discussion, Conclusion, and Recommendations) that should be ten to fifteen pages excluding title pages, references, and appendices, following the [General Guidelines](#) provided above. The length will be determined by the complexity of the topic and the extent of the research.

Note: Alternative formats for the Practical Workplace Report may be considered under special circumstances (e.g. the creation of a manual for use in your co-op workplace). Please contact the Co-op Coordinator to discuss the requirements for this option.

The report as a whole should flow logically and consistently. The audience can be expected to have some background in the area of the report (e.g. health promotion, exercise prescription, strength and conditioning program development, sports marketing, etc.) but cannot be assumed to be familiar with the particular topic of the report.

Detailed Section Information

The table below explains the purpose and suggested content of each report section:

Section	Purpose	Content
Title Page	Identifies the topic and context of the report	<ul style="list-style-type: none"> Title of the report (clearly identifies the subject of the report) Co-op course term (i.e. KIN 301 or KIN 401) Work term and year (e.g. Summer 2018) Co-op employer
Summary	Considered by many to be the most important part of a report; provides a one-page overview	<ul style="list-style-type: none"> States the more important information in the report including the purpose, method, and reason for the report without referencing any part of the report (a summary is complete in itself) Succinctly defines the problem that the report addresses Summarizes the findings, conclusions, decisions, recommendations Summarizes all major generalizations or assumptions of the report
Table of Contents	Identifies contents and organization of document	<ul style="list-style-type: none"> Section headings and corresponding page numbers
List of Figures (optional)	Identifies any figures, drawings, or photographs shown in the report	<ul style="list-style-type: none"> Titles of figures and corresponding page numbers
List of Tables (optional)	Identifies any tables shown in the report	<ul style="list-style-type: none"> Titles of tables and corresponding page numbers



List of Abbreviations (optional)	Identifies any abbreviations used in the report	<ul style="list-style-type: none"> • Abbreviation and full phrase it describes
Introduction	Introduces subject of report as reader may require some orientation to it	<ul style="list-style-type: none"> • Subject and purpose of the report – states briefly why the report is being written and what the report is intending to achieve • Scope – describes how broad or how limited the treatment of the subject will be • Plan of development – outlines which areas will be covered • Thesis of the report – the general conclusion and/or the general recommendation
Discussion	Presents evidence (facts, arguments, details, data, etc.) necessary to the purpose of the report	<ul style="list-style-type: none"> • The main part of the report • Evidence must be developed in an organized, logical, and orderly manner and must be relevant • Should contain pertinent figures, tables, footnotes, and references to material in appendices • Any additional information should be placed in an appendix, but referenced here
Conclusions	States briefly the major inferences that can be drawn from the discussion	<ul style="list-style-type: none"> • Must be based on information presented in the discussion • Each conclusion should be presented as a separate paragraph, with paragraphs numbered in sequence for easy reference
Recommendations	Suggests a course of action based on the findings and conclusions	<ul style="list-style-type: none"> • Must follow logically from conclusions • Must be supported by both conclusions and by data in the discussion
References	Acknowledges use of materials from printed sources in the preparation of your report	<ul style="list-style-type: none"> • Indicate exact source of all quotations and/or results of previous work • Use APA (American Psychological Association) style for all citations • Please refer to the UBC Library's guidelines for proper citation format
Appendices (optional)	Provides additional information referenced in the report	<ul style="list-style-type: none"> • Each piece of additional information should be presented as a separate appendix, with appendices numbered in sequence for easy reference



Grading

The Practical Workplace Report is graded out of 50 points, broken down as follows:

Expression - 15 points	Structure* - 10 points	Content - 25 points
Grammar (6) Spelling (3) Clarity & Style (6)	Preliminary pages (2) Body of report (5) Recommendations and trailing pages (3)	Suitability of topic (5) Authority and accuracy (5) Analytic content (10) Thoroughness of topic investigation (5**)

* The Structure breakdown is as follows:

- *Preliminary pages*: title page, summary, table of contents, list of figures, list of tables, list of abbreviations
- *Body of report*: introduction, discussion, and conclusion
- *Recommendations and trailing pages*: recommendations, references, and appendices

** If the report contains tables and/or figures, *Thoroughness of topic investigation* is worth 3 points and *Table/figure presentation* is worth 2 points.

A more detailed description of how this report is marked can be found on Canvas, in the rubric associated with this assignment.



KIN 402: Technical Oral Presentation

Objective

After completing your fifth co-op work term, you will give a formal technical oral presentation on an aspect of your work term or project.

The presentation should include the following:

- Overview
- Summary
- Analytical Content
- Conclusions and Recommendations

Depending on the content and intended audience of your presentation, you may present at your worksite or on campus. After your presentation you will receive feedback and a grade will be assessed by the Co-op Coordinator and/or your employer.

Format

Your individual oral presentation should be 15 minutes long, plus 5 minutes for questions. Marks will be deducted for short or long presentations.

Your presentation should be made in PowerPoint, Prezi, or another similar program. If handouts are required, they must be provided to the Co-op Office for copying and distribution at least two days prior to your scheduled presentation.

Grading

The Technical Oral Presentation is graded out of 50 points, broken down as follows:

Expression - 20 points	Structure - 10 points	Content - 20 points
Quality of visual aids (5) Knowledge of and ability to engage the audience (5) Oral communication skill (10)	Overall structure of the presentation (5) Clarity & Style (5)	Suitability of topic (5) Authority and accuracy (5) Analytic content (5) Thoroughness of topic investigation (5)

A more detailed description of how this presentation is marked can be found on Canvas, in the rubric associated with this assignment.



Chapter 14: Appendices

School of Kinesiology Co-op Program Participant Assessment Review (PAR).....	91
Preferences & Values	92
Personal Attributes.....	93
Transferable Skills by Category	94
Contact Tracking Sheet.....	95
Interview Contact Sheet.....	96



School of Kinesiology Co-op Program Participant Assessment Review (PAR)

To receive 5 out of 5, students must meet the expectations stated below.

Communication - Verbal and Written

	1	2	3	4	5
VERBAL - Speaks clearly, is easy to understand, has no difficulty constructing complex, fully-developed sentences, has no difficulty with English comprehension					
WRITTEN - Is able to fully and correctly express themselves in a professional manner, appropriate use of grammar and vocabulary					
<i>Overall Assessment</i>					

Resume Assessment

Fully-developed accomplishment statements that qualify and quantify tasks/skill					
Appropriate and various use of action verbs					
Has successfully incorporated transferable skills into description of roles/responsibilities					
Descriptions are clear, concise, correct and complete					
Free of spelling and grammar mistakes					
Professional tone and style of writing					
Sections of resume are correctly titled and formatted					
<i>Overall Assessment</i>					

Cover Letter Assessment

Uses proper cover letter format					
Has interesting introductory paragraph that captures reader's attention and personalized their interest in the company					
Has directly linked their experiences and skills to employer's needs and job requirements					
Has effectively discussed how their transferable skills meet the requirements of the position or will benefit the position					
Has successfully demonstrated an ability to learn and apply new skills if they do not possess all the skills/knowledge employer requires					
Content is not extraneous or irrelevant					
Free of spelling and grammar mistakes					
Professional tone and style of writing, reader centered					
Content flows logically and easily					
<i>Overall Assessment</i>					

Mock Interview Assessment

Effective use of START technique					
Clearly and concisely answers questions, avoids rambling and story-telling					
Provides specific, relevant examples of skills and experience that directly relate to question					
Answers demonstrate that student has sufficiently prepared for the mock interview					
Insightful closing question					
Good eye contact and appropriate body language, professional handshake					
Speaks clearly and answers questions confidently and professionally					
<i>Overall Assessment</i>					

BONUS - Enthusiasm and Effort

Puts forth considerable effort into completion of exercises					
Demonstrates an ability to make improvements based on feedback					
Enthusiastic and proactive					
<i>Overall Assessment</i>					

Total PAR Score



Preferences & Values

Below is a list of values and preferences that relate to employers, corporate culture and the people you will interact within a work setting. Read through the lists and check your preferences. Be mindful that many of your values and preferences will change during your co-op work terms as you gain more experience.

Begin by asking yourself, "What is my preferred working environment?"

Organizational Structure		Work Environment		Workplace & Location	
<input type="checkbox"/>	Corporate	<input type="checkbox"/>	Task-based	<input type="checkbox"/>	In-the-Field/On-Site
<input type="checkbox"/>	Government	<input type="checkbox"/>	Project-based	<input type="checkbox"/>	Office
<input type="checkbox"/>	Not-for-Profit	<input type="checkbox"/>	Traditional Hours	<input type="checkbox"/>	Factory/Manufacturing
<input type="checkbox"/>	Non-Governmental Organization	<input type="checkbox"/>	Non-traditional Hours	<input type="checkbox"/>	Mobile Location
<input type="checkbox"/>	Academic	<input type="checkbox"/>	Flex-time	<input type="checkbox"/>	Work from Home
<input type="checkbox"/>	Research & Development	<input type="checkbox"/>	Deadline Driven	<input type="checkbox"/>	Travel Required
<input type="checkbox"/>	Entrepreneurial	<input type="checkbox"/>	Fast-paced	<input type="checkbox"/>	No Travel Required
<input type="checkbox"/>	Hierarchical	<input type="checkbox"/>	Dynamic (Change & Variety)	<input type="checkbox"/>	City
<input type="checkbox"/>	Union	<input type="checkbox"/>	Static & Unchanging	<input type="checkbox"/>	Suburbs
<input type="checkbox"/>	Democracy	<input type="checkbox"/>	Stressful	<input type="checkbox"/>	Remote
<input type="checkbox"/>	Meritocracy	<input type="checkbox"/>	Calm		
		<input type="checkbox"/>	Social/Friendly		
		<input type="checkbox"/>	Strictly Business		
Co-Workers		Interaction		Work Experience	
<input type="checkbox"/>	Predominantly Men	<input type="checkbox"/>	Work Independently	<input type="checkbox"/>	Physically Challenging
<input type="checkbox"/>	Predominantly Women	<input type="checkbox"/>	Part of a Team of 8 or Less	<input type="checkbox"/>	Intellectually Challenging
<input type="checkbox"/>	Mixed	<input type="checkbox"/>	Part of a Team of More than 8	<input type="checkbox"/>	Resource Challenged
<input type="checkbox"/>	Young Adults (19 - 29)	<input type="checkbox"/>	Leader of a Team of 8 or Less	<input type="checkbox"/>	Competitive
<input type="checkbox"/>	Adults (30 - 49)	<input type="checkbox"/>	Leader of a Team of More than 8	<input type="checkbox"/>	Collaborative
<input type="checkbox"/>	Middle-aged (50 - 65)	<input type="checkbox"/>	Decision-maker	<input type="checkbox"/>	Secure/Stable
<input type="checkbox"/>	Age Doesn't Matter	<input type="checkbox"/>	Influence People	<input type="checkbox"/>	Start-up
<input type="checkbox"/>	Particular Cultural Background	<input type="checkbox"/>	Co-workers/Peers	<input type="checkbox"/>	Financially-rewarding
<input type="checkbox"/>	Particular Economic Background	<input type="checkbox"/>	Subordinates/Juniors	<input type="checkbox"/>	Creatively-rewarding
<input type="checkbox"/>	Particular Social Background	<input type="checkbox"/>	Superiors/Managers	<input type="checkbox"/>	Ethically-rewarding
<input type="checkbox"/>	Particular Educational Background	<input type="checkbox"/>	Vendors/Suppliers		
<input type="checkbox"/>	Particular Religious/Philosophical Background	<input type="checkbox"/>	Customers		
<input type="checkbox"/>	Background Doesn't Matter				



Personal Attributes

What personal qualities or strengths do you have to offer a potential employer? Review the list of words and check the five words that you believe best describe you. As you evaluate your choices, keep in mind that employers want you to be able to support your statements by providing specific examples.

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



Transferable Skills by Category

Communication Skills	Research & Planning Skills	Human Relations Skills	Organization Management & Leadership Skills	Work Survival Skills
Speaking effectively	Forecasting predicting	Developing rapport	Initiating new ideas	Implementing decisions
Writing concisely	Creating ideas	Being sensitive	Handling details	Cooperating
Listening attentively	Identifying problems	Listening	Coordinating tasks	Enforcing policies
Expressing ideas	Imagining alternatives	Conveying feelings	Managing groups	Being punctual
Facilitating group discussion	Identifying resources	Providing support for others	Delegating responsibility	Managing time
Providing appropriate feedback	Gathering information	Motivating	Teaching	Attending to detail
Negotiating	Solving problems	Sharing credit	Coaching	Meeting goals
Perceiving nonverbal messages	Setting goals	Counseling	Counseling	Enlisting help
Persuading	Extracting important information	Cooperating	Promoting change	Accepting responsibility
Reporting information	Defining needs	Delegating with respect	Selling ideas or products	Setting and meeting deadlines
Describing feelings	Analyzing	Representing others	Decision making with others	Organizing
Interviewing	Developing evaluation strategies	Perceiving feelings situations	Managing conflict	Making decisions
Editing		Asserting		

Courtesy of [LiveCareer](http://LiveCareer.com).



Interview Contact Sheet

Company Name: _____

Address: _____

Phone Number _____

Job Title: _____

Interviewer(s): _____

Interview Date: _____

Thank you note? _____

Notes:

What did you do right during the interview? What could you improve upon? What issues, facts, or general information arose during the interview that you would like to keep in mind for future interviews?
