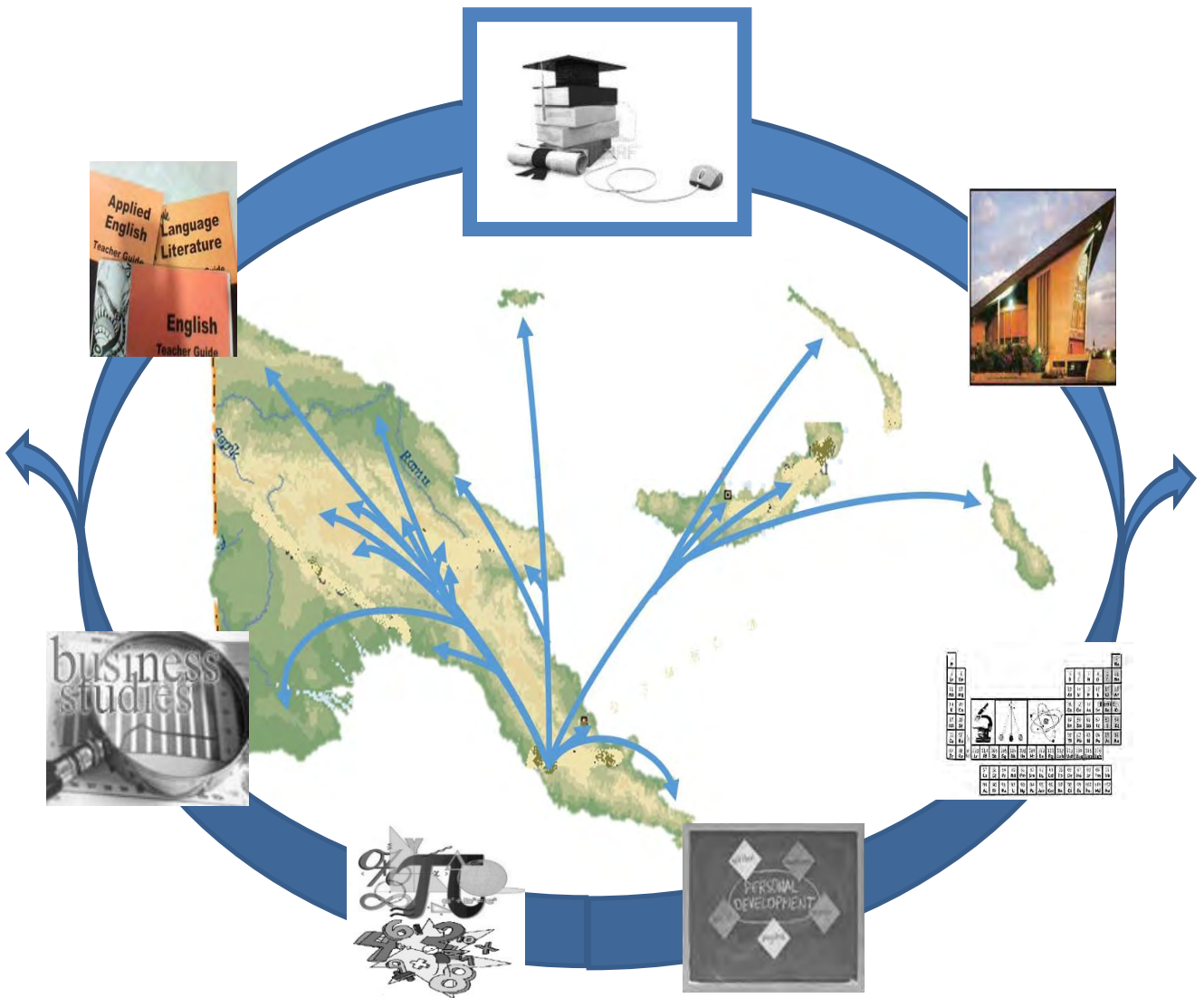




DEPARTMENT OF EDUCATION

GRADE 12

INFORMATION COMMUNICATION TECHNOLOGY
MODULE 5 – COMPUTERS AND EMPLOYMENT



FODE DISTANCE LEARNING



PUBLISHED BY FLEXIBLE OPEN AND DISTANCE EDUCATION
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GRADE 12

INFORMATION COMMUNICATION TECHNOLOGY

UNIT MODULE 5

COMPUTERS AND EMPLOYMENT

TOPIC 1: CAREER OPTIONS IN ICT

TOPIC 2: ONLINE RÉSUMÉS OR CURRICULUM VITAE

TOPIC 3: DELIVERING AND CONTROLLING A PRESENTATION

TOPIC 4: ONLINE JOB APPLICATION LETTERS



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DIANA TEIT AKIS
Principal-FODE

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SECRETARY'S MESSAGE

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

This course is part and parcel of the new reformed curriculum – the Outcome Base Education (OBE). Its learning outcomes are student centred and written in terms that allow them to be demonstrated, assessed and measured.

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

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

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

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

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

The College is enhanced to provide alternative and comparable path ways for students and adults to complete their education, through one system, many pathways and same learning outcomes.

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

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

UKE KOMBRA, PhD
Secretary for Education



UNIT 5: COMPUTERS AND EMPLOYMENT

INTRODUCTION

The Information and Communication Technology (ICT) Industry is one of the fastest growing and changing fields. Technology is developing quickly and new devices and systems are continuously being created to provide faster and more efficient methods for information and communication technology. Computers have become a part of almost all aspects of human life in the developed world, including basic communication with others. Careers in the ICT field are in high demand and the industry is expected to grow.

The twentieth century has seen main changes in productivity and in the composition of the labour force, corresponding with, and in large part because of technological change. The commonly accepted indicator of technological change is the productivity or output per man-hour, measured in terms of some unit product or service. Significant changes in productivity, in relation with demands for new products and services, bring about significant changes in the composition of the work force. It is an unquestionable fact that computers bring an extraordinary level of change to the modern workplace that can be very worrying to anyone who is not open and adaptable to the change. Flexibility and a willingness to learn new skills are the keys to success in these unending technological advances.

Take note that activities are found at the end of every module lesson and summative exercises after every topic. All answers to activities are found after the summative exercises.

The following icons are used in this module:



Student Aims



Student Activity



Time Frame



Note



Practical Student Activity



Answers to Learning Activities



Objectives or aims

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

- use a range of computer skills to prepare CVs and job application letters
- do job search on the internet
- identify possible ICT careers



Time Frame

This unit should be completed within 10 weeks.

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

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



12.5.1 Career Options in ICT

The Information and Communication Technology (ICT) Industry is one of the fastest growing and changing fields. Technology is developing rapidly and new devices and systems are constantly being created to provide faster and more efficient methods for information and communication technology. Careers in the ICT field are in high demand and the industry is expected to grow. Professionals in ICT careers may work in commercial services sectors and ICT companies.

12.5.1.1 ICT Support - Technicians

Information communication technology (ICT) support technicians also called desktop support technicians or computer support specialists who provide technical advice and support to help people use computer software and hardware effectively.

Basically, ICT support technicians provide assistance to computer users by answering questions, resolving technical problems and maintaining a company's network, software and computer equipment.

The following are regarded as their roles and responsibilities:

- identify the hardware and software needed to provide solutions to problems
- assist with the customisation and adaptation of existing programmes to meet users' requirements
- provide telephone, face-to-face and online support to customers and users
- download and install appropriate software
- connect users to networks and provide initial training in facilities and applications
- talk with vendors and programmers
- provide information relating to customers' hardware and software purchasing decisions
- make sure users can use the equipment by providing personal tuition and self-help instructions
- undertake housekeeping and reporting functions for the area of responsibility

Information communication technology (ICT) support technicians are categorized according to their specialisations. These specialisations are as follows:

- **Help Desk Operator**
Is usually involved in the provision of telephone or internet support to users of particular IT products.



- **Internet Services and Support Person**
Provides assistance and technical support to users of the internet and associated computer hardware and software.
- **Network Support Person**
Assists users who are connected to in-house networks (such as local area networks), larger distributed mainframe systems and to the internet.
- **Personal Computer (PC) User Support Person**
Assists clients using personal computing technology.

ICT support technicians are very important to the ICT world as they offer support to users who are experiencing problems with their computers or software. Nowadays, technical support can be provided in person, over the phone or online. They address issues ranging from network systems to individual desktop computers.

Moreover, ICT support technicians are in demand as they can work for computer software or hardware companies, assisting customers with products. Also, IT support technicians can work in a company's IT department, providing computer support internally to company employees. These technicians are responsible for maintaining the company's computer services and equipment. Their duties can include troubleshooting to detect and solve technical problems, installing or updating required hardware and software and recommending computer products or equipment to improve company productivity.



Student Activity 12.5.1.1

Answer the following.

1. Why an ICT support technician is called a desktop support technician or a computer support specialist?

2. List three roles or responsibilities of an ICT support technician.

a. _____



b. _____

c. _____

3. Why are ICT support technicians important?



12.5.1.2 Programmers

Programmers (IT) write, test and maintain computer programmes to ensure that the computer application meets the needs of the users of the computer system.

A programmer has the responsibility to create and modify computer programmes by converting project requirements into code. This role is usually very technical. A programmer tests both hardware and software systems and finds and resolves problems.

Based on his/her responsibility, the following are his/her tasks:

- assists systems analysts and designers in researching and documenting computer users' requirements
- analyse objectives and problems specified by analysts and designers
- translate the solutions provided by systems designers into detailed programme specifications
- prepare documentation for other programmers, users of the system and other support service workers
- undertake programme design activities including definition of data and error message arrangements
- supervise and report on the work of junior programmers
- modify and document programme code to correct errors or to enhance a programme's capabilities
- test the programmes and make amendments
- prepare reports on the status, operation and maintenance of system software for use by computer equipment suppliers, systems designers, other programmers and computer operators

Programmers are categorized according to their specialisations. The following are programmer's areas of specialisations.

- **Analyst Programmer**
Involves in higher-level design and analysis. Analyst programmers write, test, design and develop computer software and programmes.
- **Communications Programmer (Systems)**
Involves in activities associated with programming telecommunications infrastructures, such as stored programme-controlled telephone exchanges. Communications programming (systems) has also been used to describe the work of network programmers.



- **Database Programmer (Systems)**
Is involved in the development of programmes to suit access and maintenance of databases. It is often considered to be part of the database design role. See the section on database design specialists under the Systems Designer (Information Technology) entry.
- **Information Technology Manager**
Plans, administers and reviews the acquisition, development, maintenance and use of computer and telecommunications systems within organisations. The Information Technology manager is often the most senior person in the Information Technology department and in large organisations may be called the Information Technology Director or Chief Information Officer.
- **Multimedia Programmer**
Examines systems and applications programming issues involving the conversion between platforms and the initial writing of code for incorporation of text, graphics, video, animation, digital/analogue photographs, audio and 2D/3D modelling. Further specialisations are also possible, such as video systems development programming and PC-lead programming.
- **Network Programmer**
Works with vendor networking languages to support the implementation or modification of network configurations. Ongoing education in vendor products and technical matters is important.
- **Systems Software Programmer**
Works with the code used to define the particular operating system and sometimes also with low-level machine language. They write, maintain and update programmes that control the overall function of computers.



Note: A low-level language is a programming language that provides little or no abstraction of programming concepts, and is very close to writing actual machine instructions. Two good examples of low-level languages are assembly (mov ax, 4C00h) and machine code (10001)

Programmers are important as they do all to make the organisation more efficient and productive by developing, testing and implementing IT solutions.



Student Activity 12.5.1.2

Answer the following.

1. Describe the general functions of an IT programmer.

2. List three roles or responsibilities of a programmer.

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

3. Why are programmers important?



12.5.1.3 System Analysts

A system analyst is an IT professional who specializes in analysing, designing and implementing information systems. System analysts assess the suitability of information systems in terms of their intended outcomes and liaise with end users, software vendors and programmers in order to achieve these outcomes.

Generally, a system analyst has the responsibility to implement computer system requirements by defining and analysing system problems; designing and testing standards and solutions.

A system analyst's tasks and responsibilities are:

- Identify, understand and plan for organisational and human impacts of planned systems, and ensure that new technical requirements are properly integrated with existing processes and skill sets.
- Plan a system flow from the ground up.
- Interact with internal users and customers to learn and document requirements that are then used to produce business requirement documents.
- Write technical requirements from a critical phase.
- Interact with designers to understand software limitations.
- Help programmers during system development, example.: provide use cases, flowcharts or even database design.
- Perform system testing.
- Deploy the completed system.
- Document requirements or contribute to user manuals.
- Whenever a development process is conducted, the system analyst is responsible for designing components and providing that information to the developer.
- Defines application problem by conferring with clients; evaluating procedures and processes.
- Develops solution by preparing and evaluating alternative workflow solutions.
- Controls solution by establishing specifications; coordinating production with programmers.
- Validates results by testing programs.
- Ensures operation by training client personnel; providing support.



- Provides reference by writing documentation.
- Updates job knowledge by participating in educational opportunities; reading professional publications; maintaining personal networks; participating in professional organisations.
- Accomplishes information systems and organisation mission by completing related results as needed.

System analysts are important as they are the only ones who are capable of using analysis and design techniques to solve business problems using information technology. They may serve as change agents who identify the organisational improvements needed, design systems to implement those changes, and train and motivate others to use the systems.

The first task of system analyst is to understand their client's business then they will specifically learn how the organisation uses technology. They will then research the best technologies to help the organisation's overall computer system which includes the hardware, the software and the networks in order to run more efficiently and effectively. Moreover, they will prepare a cost and benefits analysis for the upgrades. And if management approves the upgrades, computer systems analysts will oversee the installation of the new systems. They also test the systems and train their organisation. And when the inevitable problems arise, the computer systems analysts are the ones who troubleshoot the problems.



Student Activity 12.5.1.3

Answer the following questions.

1. What is a system analyst?

2. List three roles or responsibilities of a systems analyst.

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



3. Why are system analysts important?



12.5.1.4 System Administrators

A system administrator also known as the “sysadmin”, is a person who is responsible for the upkeep, configuration, and reliable operation of computer systems; especially multi-user computers, such as servers. He seeks to ensure that the uptime, performance, resources, and security of the computers he or she manages meet the needs of the users, without exceeding the budget.

Moreover, he is responsible for designing, organizing, modifying and supporting a company's computer systems. He designs and installs LANs (Local Area Network), WANs (Wide Area Network), Internet and intranet systems, and network segments.

The administrator works to ensure that the computer systems are kept working in an efficient manner. This can include fixing any issues with the design of the network, software and computers of the company's computer systems. Maintaining these systems, answering questions, monitoring them and issuing upgrades are all the duties a computer systems administrator performs to meet the computer needs of the company.

Based from his or her responsibility, the following are the tasks and responsibilities:

- Analysing system logs and identifying potential issues with computer systems.
- Introducing and integrating new technologies into existing data center environments.
- Performing routine audit of systems and software.
- Applying operating system updates, patches, and configuration changes.
- Installing and configuring new hardware and software.
- Adding, removing, or updating user account information, resetting passwords and others.
- Answering technical queries and assisting users.
- Responsibility for security.
- Responsibility for documenting the configuration of the system.
- Troubleshooting any reported problems.
- System performance tuning.
- Ensuring that the network infrastructure is up and running.
- Configuring, adding, and deleting file systems.



- Support LANs, WANs, network segments, Internet and intranet systems.
- Maintain system efficiency.
- Ensure design of system allows all components to work properly together.
- Troubleshoot problems reported by users.
- Make recommendations for future upgrades.
- Maintain network and system security.
- Analyse and isolate issues.
- Monitor networks to ensure security and availability to specific users.
- Evaluate and modify system's performance.
- Identify user needs.
- Maintain integrity of the network, server deployment and security.
- Ensure network connectivity throughout a company's LAN/WAN infrastructure is similar with technical considerations.
- Design and deploy networks.
- Perform network address assignment.
- Assign routing protocols and routing table configuration.
- Assign configuration of authentication and authorization of directory services.
- Maintain network facilities in individual machines, such as drivers and settings of personal computers as well as printers.
- Maintain network servers such as file servers, VPN (Virtual Private Network) gateways and intrusion detection systems.
- Administer servers, desktop computers, printers, routers, switches, firewalls, phones, personal digital assistants, smartphones, software deployment, security updates and patches.

System administrators are important because these are employed in all types of workplaces to oversee the operation of an organisation's entire computer system, including the installation, updates and maintenance.



Student Activity 12.5.1.4

Answer the following.

1. What is a system administrator?

2. List three roles or responsibilities of a system administrator.

a. _____

b. _____

c. _____

3. Why are system administrators important?



12.5.1.5 ICT Managers

Another career option in ICT is the Information Technology Manager. An Information Technology Manager is responsible for implementing and maintaining an organisation's technology infrastructure. Businesses rely on a central information processing system to support efficient data management and communications. The IT manager monitors the organisation's operational requirements, research strategies and technology solutions, and builds the most cost-effective and efficient system to achieve those goals.

He is mainly responsible for maintaining information technology strategies by managing staff; researching and implementing technological strategic solutions.

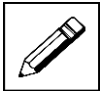
The following are the tasks and responsibilities of an Information Technology Manager.

- Manages information technology and computer systems.
- Plans, organizes, directs, controls and evaluates the operations of information systems and electronic data processing (EDP).
- Develops and implements policies and procedures for electronic data processing and computer systems operations and development.
- Meets with managers to discuss system requirements, specifications, costs and timelines.
- Hires and manages information systems personnel and contractors to design, develops, implements, operates and administers computer and telecommunications software, networks and information systems.
- Controls the computer system budgets and expenditures.
- Ensures technology is accessible and equipped with current hardware and software.
- Troubleshoots hardware, software and network operating system.
- Be familiar with all hardware and software.
- Be familiar with network operating system.
- Provides orientation to new users of existing technology.
- Trains staff about potential uses of existing technology.
- Trains staff about new and potential use of latest application technology.
- Provides individual training and support on request.
- Provides recommendations about accessing information and support.



- Maintains current and accurate inventory of technology hardware, software and resources.
- Monitors and maintains technology to ensure maximum access.
- Troubleshoots all technology issues.
- Maintains log and/or list of required repairs and maintenance.
- Makes recommendations about purchase of technology resources.
- Researches current and potential resources and services.
- Provides network access to all staff and students.
- Installs work stations.
- Connects and set up hardware.
- Loads all required software.
- Provides network accounts and passwords as required.
- Monitors security of all technology.
- Installs and maintain reliable and effective passwords.
- Inputs and maintain IP addresses.
- Advises staff of security breach and/or change in password or security status.
- Ensures installation of lock out programs.
- Identifies and prepare hardware for disposal when appropriate.
- Ensures hardware is stripped and secured before disposal.
- Performs other related duties as required during working hours.

IT managers are very important because they direct teams that solve problems and develop new ideas in the information and communication technology industry. The industry includes telecommunications, media and information technology (IT), such as software and hardware development.



Student Activity 12.5.1.5

Answer the following.

1. What are IT managers?

2. Why are IT managers important?

3. Tick the box if the statement describes roles and responsibilities of an ICT Manager

- a. Develop and implement policies and procedures for electronic data processing and computer systems operations and development
- b. Maintain network servers such as file servers, VPN gateways, and intrusion detection systems.
- c. Control the computer systems budgets and expenditures
- d. Provide recommendations about accessing information and support
- e. Validates results by testing programs.



12.5.1.6 Web Masters and Developers

Web masters and developers can be regarded as the web designer who develops and creates websites and associated applications. They plan, create and code web pages, using both non-technical and technical skills to produce websites that fit the customer's requirements. Moreover, they are involved in the technical and graphical aspects of pages, producing not just the look of the website but determining how it works as well. Web designers might also be responsible for the maintenance of an existing site.

The term web developer is sometimes used interchangeably with web designer, but this can be confusing. Web developing is a more specialist role, focusing on the back-end development of a website and will incorporate, among other things, the creation of highly complex search functions.

The recent growth in touchscreen phones and tablet devices has dictated a new way of designing websites, with the web designer needing to ensure that web pages are responsive no matter the type of device a viewer is using. Therefore the need to test websites at different stages of design on a variety of different devices has become an important aspect of the job.

The main responsibility of a web designer is developing web sites by planning and executing design; maintaining and upgrading service.

Based from his responsibility, the following are his tasks and responsibilities:

- Plans site design by clarifying goals; designing functionality.
- Develops site navigation by categorizing content; funnelling traffic through content.
- Develops site content and graphics by coordinating with copywriters and graphic artists; designing images, icons, banners, audio enhancements, etc.
- Prepares site by installing and configuring server software; installing programming language using authoring and formatting tools; ensuring cross-platform compatibility; establishing links.
- Establishes locatability by registering with search engines.
- Upgrades site by updating content and graphics; monitoring performance and results; identifying and evaluating improvement options; introducing new technology; maintaining links.
- Protects site by designing and installing security precautions.
- Maintains site appearance by developing and enforcing content and display standards; editing submissions.



- Updates job knowledge by participating in educational opportunities; reading professional publications; maintaining personal networks; participating in professional organisations.
- Provides information by collecting, analysing, and summarizing data and trends.
- Keeps equipment operating by following operating instructions; troubleshooting breakdowns; maintaining supplies; performing preventive maintenance; calling for repairs.
- Accomplishes information systems and organisation mission by completing related results as needed.

Web designers and developers are important because they create the look, layout and features of a website. They are capable of understanding both graphic design and computer programming. Once a website is created, a designer helps with maintenance and additions to the website. They work with development teams or managers for keeping the site up-to-date and prioritizing needs, among other tasks.



Student Activity 12.5.1.6

Answer the following.

1. What are web masters and developers?

2. List three roles or responsibilities of web masters and developers.

a. _____

b. _____

c. _____

3. Why are web masters and developers important?





Summative Activity 12.5.1

Answer the following.

- A. Write the letter of the best answer. Choose from the options below.
- a. ICT Support – Technicians
 - b. Programmers
 - c. System Analysts
 - d. System Administrators
 - e. ICT Managers
 - f. Web Masters
 - g. Masters and Developers
1. Responsible for designing, organizing, modifying, and supporting a company's computer systems. _____
 2. Responsible for maintaining information technology strategies by managing staff; researching and implementing technological strategic solutions. _____
 3. Provides assistance to computer users by answering questions, resolving technical problems and maintaining a company's network, software and computer equipment. _____
 4. Responsible for developing web sites by planning and executing design; maintaining and upgrading service. _____



- 5. Responsible for creating and modifying computer programs by converting project requirements into code. _____
- 6. Responsible for implementing computer system requirements by defining and analysing system problems; designing and testing standards and solutions. _____

B. Write down a role or responsibility of the mentioned career then its importance.

1. ICT Support-technicians

Role:

Importance:

2. Programmers

Role:

Importance:

3. System Analysts

Role:



Importance:

4. System Administrators

Role:

Importance:

5. ICT Managers

Role:

Importance:

6. Web Masters and developers



Role:

Importance:



Answers to Student Activity 12.5.1

Student Activity 12.5.1.1

1. He or she provides technical advice and support to help people use computer software and hardware effectively. Moreover, he or she provides assistance to computer users by answering questions, resolving technical problems and maintaining a company's network, software and computer equipment.
2. Any three of the following can be the answer.
 - identify the hardware and software needed to provide solutions to problems
 - assist with the customisation and adaptation of existing programmes to meet users' requirements
 - provide telephone, face-to-face and online support to customers
 - download and install appropriate software
 - connect users to networks and provide initial training in facilities and applications
 - talk with vendors and programmers
 - provide information relating to customers' hardware and software purchasing decisions



- make sure users can use the equipment by providing personal tuition and self-help instructions
 - undertake housekeeping and reporting functions for the area of responsibility
3. ICT support technicians are very important to the ICT world as they offer support to users who are experiencing problems with their computers or software. Nowadays, technical support can be provided in person, over the phone or online. They address issues ranging from network systems to individual desktop computers.

Student Activity 12.5.1.2

1. Programmers (IT) write, test and maintain computer programmes to ensure that the computer application meets the needs of the users of the computer system.
2. Any three of the following can be the answer.
 - assist systems analysts and designers in researching and documenting computer users' requirements
 - analyse objectives and problems specified by analysts and designers
 - translate the solutions provided by systems designers into detailed programme specifications
 - prepare documentation for other programmers, users of the system and other support services workers
 - undertake programme design activities including definition of data and error message arrangements
 - supervise and report on the work of junior programmers
 - modify and document programme code to correct errors or to enhance a programme's capabilities
 - test the programmes and make amendments
 - prepare reports on the status, operation and maintenance of system software for use by computer equipment suppliers, systems designers, other programmers and computer operators
3. Programmers are important as they do all to make the organisation more efficient and more productive by developing, testing and implementing IT solutions.

**Student Activity 12.5.1.3**

1. Answer may be similar to this one below. A system analyst is an IT professional who specializes in analysing, designing and implementing information systems. System analysts assess the suitability of information systems in terms of their intended outcomes and liaise with end users, software vendors and programmers in order to achieve these outcomes.
2. Any three of the following can be the answer.
 - Identifies, understands and plans for organisational and human impacts of planned systems, and ensure that new technical requirements are properly integrated with existing processes and skill sets.
 - Plans a system flow from the ground up.
 - Interacts with internal users and customers to learn and document requirements that are then used to produce business requirements documents.
 - Writes technical requirements from a critical phase.
 - Interacts with designers to understand software limitations.
 - Helps programmers during system development, ex: provide use cases, flowcharts or even database design.
 - Performs system testing.
 - Deploys the completed system.
 - Documents requirements or contributes to user manuals.
 - Whenever a development process is conducted, the system analyst is responsible for designing components and providing that information to the developer.
 - Defines application problem by conferring with clients; evaluating procedures and processes.
 - Develops solution by preparing and evaluating alternative workflow solutions.
 - Controls solution by establishing specifications; coordinating production with programmers.
 - Validates results by testing programs.
 - Ensures operation by training client personnel; providing support.



- Provides reference by writing documentation.
 - Updates job knowledge by participating in educational opportunities; reading professional publications; maintaining personal networks; participating in professional organisations.
 - Accomplishes information systems and organisation mission by completing related results as needed.
3. System analysts are important as they are the only ones who are capable of using analysis and design techniques to solve business problems using information technology. They may serve as change agents who identify the organisational improvements needed, design systems to implement those changes, and train and motivate others to use the systems.

Student Activity 12.5.1.4

1. A system administrator also known as the “sysadmin”, is a person who is responsible for the upkeep, configuration, and reliable operation of computer systems; especially multi-user computers, such as servers. He seeks to ensure that the uptime, performance, resources, and security of the computers he or she manages meet the needs of the users, without exceeding the budget.
2. Any three of the following can be the answer.
 - Analyzing system logs and identifying potential issues with computer systems.
 - Introduces and integrates new technologies into existing data center environments.
 - Performs routine audit of systems and software.
 - Applies operating system updates, patches and configuration changes.
 - Installs and configures new hardware and software.
 - Adds, removes, or updates user account information, resets passwords and others.
 - Answers technical queries and assists users.
 - Responsibility security.
 - Documents the configuration of the system.
 - Troubleshoots any reported problems.
 - Performs system performance tuning.
 - Ensures that the network infrastructure is up and running.



- Configures, adds and deletes file systems.
 - Supports LANs, WANs, network segments, Internet and intranet systems.
 - Maintains system efficiency.
 - Ensures design of system allows all components to work properly together.
 - Troubleshoots problems reported by users.
 - Makes recommendations for future upgrades.
 - Maintains network and system security.
 - Analyses and isolates issues.
 - Monitors networks to ensure security and availability to specific users.
 - Evaluates and modifies system's performance.
 - Identifies user needs.
 - Maintains integrity of the network, server deployment, and security.
 - Ensures network connectivity throughout a company's LAN/WAN infrastructure is similar with technical considerations.
 - Designs and deploy networks.
 - Performs network address assignment.
 - Assigns routing protocols and routing table configuration.
 - Assigns configuration of authentication and authorization of directory services.
 - Maintains network facilities in individual machines, such as drivers and settings of personal computers as well as printers.
 - Maintains network servers such as file servers, VPN gateways and intrusion detection systems.
 - Administers servers, desktop computers, printers, routers, switches, firewalls, phones, personal digital assistants, smartphones, software deployment, security updates and patches.
3. System administrators are important because they are employed in all types of workplaces to oversee the operation of an organisation's entire computer system, including the installation, updates and maintenance.
-

**Student Activity 12.5.1.5**

1. An Information Technology Manager is responsible for implementing and maintaining an organisation's technology infrastructure. Businesses rely on a central information processing system to support efficient data management and communications. The IT manager monitors the organisation's operational requirements, researches strategies and technology solutions, and builds the most cost-effective and efficient system to achieve those goals.
2. Answer may be similar to this one below. IT managers are very important because they direct teams that solve problems and develop new ideas in the information and communication technology industry. The industry includes telecommunications, media, and information technology (IT), such as software and hardware development.
3. Item with tick are as follows:
 - a. ✓
 - b.
 - c. ✓
 - d. ✓
 - e.

Student Activity 12.5.1.6

1. Web masters and developers can be regarded as the web designer who develops and creates websites and associated applications. They plan, create and code web pages, using both non-technical and technical skills to produce websites that fit the customer's requirements. Moreover, they are involved in the technical and graphical aspects of pages, producing not just the look of the website but determining how it works as well. Web designers might also be responsible for the maintenance of an existing site.
2. Any three of the following can be the answer.
 - Plans site design by clarifying goals; designing functionality.
 - Develops site navigation by categorizing content; funneling traffic through content.
 - Develops site content and graphics by coordinating with copywriters and graphic artists; designing images, icons, banners, audio enhancements, etc.



- Prepares site by installing and configuring server software; installing programming language using authoring and formatting tools; ensuring cross-platform compatibility; establishing links.
 - Establishes locatability by registering with search engines.
 - Upgrades site by updating content and graphics; monitoring performance and results; identifying and evaluating improvement options; introducing new technology; maintaining links.
 - Protects site by designing and installing security precautions.
 - Maintains site appearance by developing and enforcing content and display standards; editing submissions.
 - Updates job knowledge by participating in educational opportunities; reading professional publications; maintaining personal networks; participating in professional organisations.
 - Provides information by collecting, analysing, and summarizing data and trends.
 - Keeps equipment operating by following operating instructions; troubleshooting breakdowns; maintaining supplies; performing preventive maintenance; calling for repairs.
 - Accomplishes information systems and organisation mission by completing related results as needed.
3. Web designers and developers are important because they create the look, layout and features of a website. They are capable of understanding both graphic design and computer programming. Once a website is created, a designer helps with maintenance and additions to the website. They work with development teams or managers for keeping the site up-to-date and prioritizing needs, among other tasks.



Answers to Summative Activity 12.5.1

A.

1. d
2. e
3. a
4. f
5. b
6. c

B. Answers can be similar to these ones below.

1. ICT Support-technicians

Role: Identify the hardware and software needed to provide solutions to problems

Importance: The advice given will provide the technical solution to the customer's or client's problems.

2. Programmers

Role: Assist systems analysts and designers in researching and documenting computer users' requirements.

Importance: This will help ensure that the computer application meets the needs of the users of the computer system.

3. System Analysts

Role: Identify, understand and plan for organisational and human impacts of planned systems, and ensure that new technical requirements are properly integrated with existing processes and skill sets.

Importance: This will help ensure that suitability of information systems in terms of their intended outcomes and liaise with end users, software vendors and programmers in order to achieve these outcomes.

4. System Administrators

Role: Introducing and integrating new technologies into existing data center environments.

Importance: The administrator works to ensure that the computer systems are kept working in an efficient manner. This can include fixing any issues with the design of the network, software and computers of the company's computer systems.



5. ICT Managers

Role: Develop and implement policies and procedures for electronic data processing and computer systems operations and development

Importance: This will ensure that there is a good management of information technology and computer systems

6. Web Masters and developers

Role: Plans site design by clarifying goals; designing functionality.

Importance: This ensures that the web site created will fit the customer's requirements.



12.5.2 Job Search on the Internet

12.5.2.1 Online Jobs

The start of the internet has created numerous chances for communication among cultures. With its great reputation, the internet has been used as a place for reasonably a number of interests, as well as business endeavors. The internet plays an increasingly bigger role in job searching.

These businesses and other online sources of income paved the way for countless online jobs to turn up in the market. Online jobs are works done through the internet with pay from employers. With numbers of jobseekers wishing to enter the work force, online jobs not only increase person-to-job ratio but it also provides a chance for people to expand their perspective.

An online job fair, also known as a virtual job fair or electronic job fair, is an online version of a traditional job fair. They allow employers and job seekers to meet and discuss employment opportunities by way of specialised websites.

Here are some reasons why online jobs are important:

1. Online jobs are generally cost-effective. The only expense, basically, is the internet fee. Compared to desk jobs where people have to battle traffic and the stress of traveling, online jobs can be done practically everywhere, even in the comfort of one's own home.
2. They save lots of travel time. The 30 minutes used to commute to work or the 10 minutes spent for walking to the office building can be used for other worthwhile activities, like conceptualizing on a project or troubleshooting.
3. There are greater opportunities for income online. The possibilities are promising. One need not be controlled by a single employer or source of income, which are typical of desk jobs. In online jobs, one gets to explore several areas, where endless opportunities await.
4. A bigger network lies in the World Wide Web. With online jobs, one can reach a wider range of audience. A global audience is characteristic of the "boundless" society of the internet. One will never know what and who one's work will reach, and its effect on people with varying cultures.
5. Age is often just a number. This is especially true if one knows how to go about the computer and the internet. Since jobs online require minimal physical exertion, age is typical not much of an issue. What is of much concern to the client is the quality of work you do.
6. Online jobs allow a flexibility of location. One can work anywhere he wants, provided there is an internet connection. There is no need to battle it out with other commuters in the subway, or fall in line at bus stops, and experience the other stressors normally



experienced by people with desk jobs. Working online gives a person more freedom to feel comfortable with his work environment that he has chosen.

With online jobs slowly gaining popularity, it is not hard to believe the many benefits one can experience by working online. Its attraction lies mainly in being able to work from a person's preferred zone, and being instantly connected to a wider audience range. The increasing dependence of people on the internet makes it easier for jobs and businesses to enter the market.



Student Activity 12.5.2.1

Answer the following.

1. Describe an online job.

2. What is the role of Internet in online jobs?

3. What is an online job fair?

4. Give three reasons why online jobs are important.



12.5.2.2 Job Search Using Other Media – Social Media

Social media are computer-mediated tools that allow people to create, share or exchange information, ideas, pictures and videos in virtual communities and networks. This refers broadly to the forms of communication and networking designed around the social interaction enabled by Web 2.0 technologies. Social media technologies can lend a higher degree of particularity to one's job search while broadening its scope. They depend on mobile and web-based technologies to create highly interactive platforms through which individuals and communities share, co-create, discuss, and modify user-generated content. They introduce substantial and pervasive changes to communication between businesses, organisations, communities, and individuals

Employers use social media to screen potential candidates and this percentage is growing. These employers are looking to see the communication skills, professional behaviour, how well rounded one is and many other skills and assets one may possess. Therefore, one of the most essential skills for the 21st century job seeker is an understanding on how to use social media like Twitter, Facebook, LinkedIn and blogs strategically.

Social media allows you to advertise your personal "brand" and to demonstrate your skills, values, and professionalism. You can also use social media to establish credibility. Tweeting, blogging and commenting about things you know builds up your credibility online. When an employer searches, you want them to find a knowledgeable individual who can fit well into their company.

The following are steps on how to start an online job searching using the different existing social media networks.

1. Find Your Brand

"Personal branding" refers to a broad set of options for marketing a name, personality, expertise and style which means in general, a person's "brand." Personal branding is an ongoing process of marketing oneself to others in rich and interactive ways. A clear understanding of the career goals as well as the strengths, passions, and specialties is the best tool in developing a personal brand. To find the right brand for oneself, one needs to focus on what makes him or her unique.

Once the brand is identified then it can be applied to a job search. Personal branding has a lot to do with others' needs, and how one's specific skills, values, personality, and experience fit those needs. In short, personal branding is about conveying internal characteristics to satisfy external needs.

2. Update the Traditional Job Search Documents

While the social media job search is rapidly growing, there is still a lot of value in the traditional job search. The user needs an up-to-date résumé that reflects his skills and experience. One must stay focused on meeting employers and alumni face-to-face at information sessions and informational interviews. These components of the job search do not disappear, but now these need to be balanced and supported with an online presence that reflects the real applicant.



The brand one has created must match his or her résumé, cover letters and business cards. In addition to conveying a brand, many people are listing their blog, website, Twitter handles and LinkedIn URLs on their business cards and résumés. This must be considering whether this is a good option or not. If these items are listed on one's traditional job search documents, there must be a commitment to keeping them active.

3. Promote Your Brand Using Social Media

Social media widely expands the potential network. Instead of only having one's friends and family to reach out to as contacts, social media allows the user to see the friends and family of all of his or her connections. The user can see who they are, where they work and how he or she knows them. Social media also allows the user to make a more personal connection with a potential employer who may not recruit on campus or be near his current location. By following them on social media and interacting with them, the user is able to get their attention. Managing one's online brand ensures that an employer will find him enough of his great qualities that they will want to see him in person for an interview.

4. Maintain Your Network

It is important to continue using social networking sites and in-person networking even after one has secured a job. The following are the reasons why it is important to maintain these social networking sites.

- The privilege to be introduced another job-seeker either through sharing information or direct leads.
- One may never know when he may need that network again. Maintaining throughout ones career ensures that he has it available whenever he may need it. This prevents the user from re-building his network from scratch every time he decides to move to a new position.

The following are few of the most sought after social media networks that are used for finding jobs online. Study each on how to maximize their use.

- a. Twitter is a social networking and micro blogging service utilizing instant messaging, SMS or a web interface. Twitter is open ended and people and companies use it in a variety of ways, including job search.

Twitter can help one find a job. It is flooded with job applications and professional networking pages.

Study the following ways on how one can search for jobs using Twitter.

- Searches: Use that search bar to look for terms that apply to the job. For best results, type in words like "jobs," "hiring" and other specifics that apply to ones desired field and location; for example, "writer" and "New York City."



- Hashtags: Typing #jobs and #hiring will result in a excess of tweets from those seeking employees. Employers who want to cast a wide net will often tweet out job applications, with accompanying hash tags.
 - Tweet often: Though it depends on the career of choice, tweeting is a great way to network with like-minded folks in one's profession. Follow businesses and people and do not be afraid to send the occasional tweet.
 - Follow away: There are dozens and dozens of Twitter accounts dedicated to posting job applications. Go to the search bar and type in "jobs," then click "People" on the left-hand side. One will soon see all the Twitter accounts with "jobs" in the username and can gleefully press the "Follow" button.
- b. Facebook is an undeniable social media that has a huge and powerful force. Study the following ways on how one can search for jobs using Facebook:
- "Like" some pages: Most companies strive for dynamic social media presences, and Facebook Pages are engagement 101. By "Liking" them, one can get daily updates about their activity. Plus, they will likely post links to available job applications.
 - Private/Public: Take a thorough look at the privacy settings on Facebook, and make sure to know exactly how others view the Timeline. However, the user should consider setting ones work and education information public, enabling others to see his or her professional history.
 - Stay updated: Make sure all of the work and education information is up to date and reflects the current position and past experience.
 - Add "Professional Skills:" A few months ago, Facebook added a Skills "portion to the "About" section. Under work and education, add skills acquired, which will optimize the professional appeal.
3. LinkedIn is the network of choice for professionals. LinkedIn is an online directory of professionals and companies. Individuals and companies use LinkedIn for networking, job searching, hiring, company research, and connecting with affiliates, including alumni, industry, and a variety of other business related groups.

It is quick and easy to get started using LinkedIn. One needs to sign up for LinkedIn and create a LinkedIn profile. There are two main degree of membership - Basic and Premium, with Premium branching into four subcategories including "Job Seeker," "Sales Navigator," "Recruiter Lite" and "Business Plus."

Study the following ways on how one can search for jobs using LinkedIn:

- a. Connect: Unlike Facebook, it is a little less creepy to connect with strangers on LinkedIn, because everyone there is looking for networking opportunities. One can



get connect to people who have careers of his or her interest and search around for those who might only be one degree away from him or her.

- b. Jobs Board: Not only does the site provide with advice and connections, but it also has a jobs board highlighting available opportunities in nearly every field.
 - c. Endorsements and recommendations: There is a portion of the profile dedicated to glowing recommendations and endorsements from one's peers. Try to get as many which will boost the page's likability.
 - d. Share more: According to LinkedIn's Career Expert, Nicole Williams, sharing articles or content with the network boosts the chances 10 times for getting contacted by a recruiter. When one shares content, it proves his knowledge in the industry.
 - e. List all the things: A profile is 12 times more likely to be viewed by a hiring manager if it has a detailed list of work experience. The more robust the profile is, the more experienced and hireable one may look.
4. Tumblr, is a vast Internet playground of GIFs for help in the job search.

Study the following ways on how one can search for jobs using Tumblr:

- a. Search tags: In the search bar, one must look for tagged terms like "hiring" and "jobs." It is a bit harder to separate the wheat from the chaff in the tag-happy blogging community, but one will still be able to find plenty of cool companies advertising open jobs via Tumblr.
 - b. Start Tumbling: This is especially important if the user is the creative type. A Tumblr account attuned to one's interests, and made up of one's own original content. It automatically promotes ones unique appeal to employers. In addition, a good Tumblr following can lead to job offers from employers who happened to stumble upon the user's site.
5. Pinterest is more than just a pretty place to find wedding inspiration and delicious recipes.

Study the following ways on how one can search for jobs using Pinterest:

- a. Pin your résumé: Use a Pinterest board to "pin" the résumé. User can highlight certain aspects of his experience and add photos and links.
- b. Follow these pages: For a never-ending well of job tips and opportunities, follow these Pinterest boards.



Student Activity 12.5.2.2

Answer the following.

1. What is social media?

2. List down the common social media sites that are used to find jobs.

3. Choose one social media site and explain how a user can maximize it for job searching.

4. Why are social media sites important?



12.5.2.3 Search Engines for Job Opportunities

The Internet is a friend when it comes to job searching. From our previous discussion on online jobs and social media networking sites, the internet plays a vital role for connection to these opportunities for landing on a job.

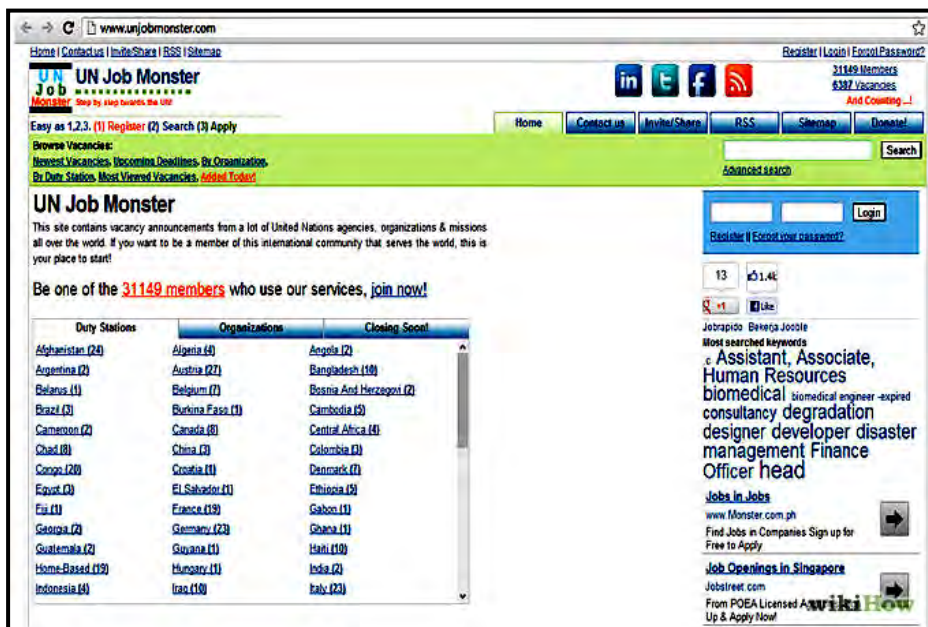
To make things easier as there is a vast amount of information in the Internet, the user can log on into the different available job engine sites. Job search engines provides the user a much easier way of browsing the Internet for job listings and career opportunities which is best suited for him. Job search engine sites, like Indeed, LinkUp, and Simply Hired, allow users to search the major job sites, company sites, associations and other online job sites by keyword and location.

There are a lot of websites that enable you to search for jobs, some of them are specialized in certain geographical region like websites for "jobs in USA", "jobs in Canada" and the likes while others are for certain categories of jobs "Construction jobs", "IT jobs" and others. There is no best website as it all depends on the user's qualifications and needs for employment.

Below are some online job search engines.

1. Monster.com

This job search engine provides the user a wide choice of specific countries and organisations all over the world. It is an international community that serves the world.



The Monter.com website home page

2. AllStarJobs

This job search engine offers a huge listing of employment resources and employer job postings which includes additional information on career, trainings and schools. It also

provides information on the different job and career profiles to ensure that one can find the job that is suited for him.



The AllStarJobs website home page

3. Unjobmonster.com

This job search engine is integrated with social media sites like BeKnown and Facebook which can make every connection an opportunity for job search. It provides the user the ease of entering details of what job is sought for, which country is preferred and what degree is finished. Moreover, the user can post his résumé for the employers to find him or her and be given the opportunity for a position.

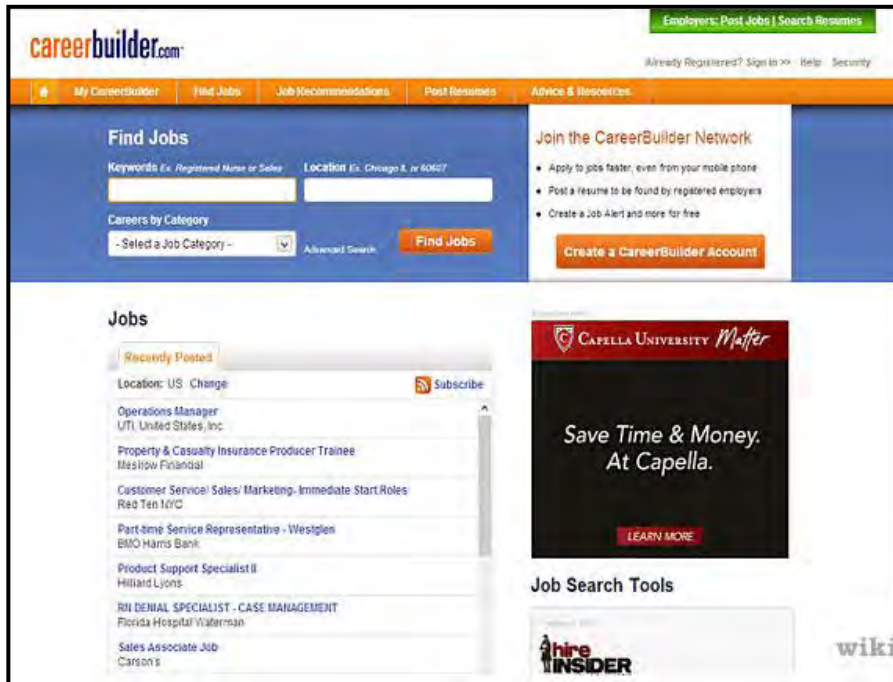


The Unjobmonster.com website home page



4. Careerbuilder.com

Like any other job search engine, careerbuilder.com provides the user a listing of careers by category, recently posted job vacancies, post a résumé, seek advice and recommendations, job recommendations and also allows the user to filter his search per country of his or her choice.



The Careerbuilder.com website home page

5. AgCareers.com

This job search engines provides job search specific to the user's industry. It is claimed as the leading resource services to agriculture, food, natural resources and biotechnology industries.



The AgCareers.com website home page



Standard search engines like Google and Yahoo can also be used. By typing this format: +[position sought] +[city or region of choice] +salary. Type in the actual word "salary" not the desired salary. This should yield job listings scattered throughout the Internet.

Here are other listings for job search engines in the internet.

1. CareerBuilder.com
CareerBuilder is among the leading job boards, providing job listings, résumé posting, and career advice and resources to job seekers. CareerBuilder has partnered with many newspapers to provide local as well as national job listings
2. Dice.com
Dice is the leading site for tech job seekers. You can search by company, job title, keyword and location. There is also career advice and tech news for job seekers.
3. Glassdoor.com
Glassdoor is a career community that helps people find jobs and companies recruit top talent. Glassdoor members can find Inside Connections at a company through their Facebook network, see the latest job listings, as well as get access to proprietary user-generated content including company-specific salary reports, ratings and reviews, CEO approval ratings, interview questions and reviews, office photos, and more.
4. Indeed.com
Indeed is a leading job site with millions of job listings from thousands of websites, including company career pages, job boards, newspaper classifieds, associations and other online sources of job posting.
5. LinkedIn.com
LinkedIn connects the world's professionals to make them more productive and successful. LinkedIn is the world's largest professional network on the Internet. You can search jobs, view jobs you might be interested in, and follow companies of interest on LinkedIn.
6. LinkUp.com
If you want to avoid spam and scams and duplicate job listings, LinkUp is the job site for you. LinkUp monitors thousands of company career sections in order to connect applicants with often unadvertised jobs by listing the jobs on company websites. Because the jobs come direct from company sites you can be sure they are current openings.
7. SimplyHired.com
Simply Hired operates one of the world's largest job search engines, and connects job seekers and employers through its powerful search engine platform and performance-based job advertising solution. The site provides access to millions of job openings across all job categories and industries, reaching job seekers on the web, social



networks, mobile devices, email and through its exclusive network of thousands of partner sites.

8. TweetMyJobs.com

TweetMyJobs is the leading global social and mobile recruiting platform. Users receive highly relevant job matches and control where the matches are delivered (i.e. social media, email, text, and the likes) and how frequently the matches are delivered (i.e. instantaneously, daily, weekly, and others). TweetMyJobs pushes jobs into Twitter through more than 10,000 job channels segmented by geography, job type and industry giving the service an unequaled ability to instantaneously connect employers and recruiters with targeted job candidates.

9. US.jobs

As the website of the National Labor Exchange, US.jobs is derived from a partnership between the Direct Employers Association and the National Association of State Workforce Agencies (NASWA) designed to improve the labor market and directly connect employers and job seekers.

Job seekers using US.jobs for their employment search have access to a database of a million plus unduplicated, verified positions from nationwide employers.

There are many other job search engines that exist in the Internet. The user must be cautious enough to judge the legitimacy of any other job opportunities offered on the internet. The safest strategy is to use any one of the credible listings of job search engines for valid and authentic job opportunities online.



Student Activity 12.5.2.3

Answer the following.

1. What is a job search engine?

2. List down the common job search engines that are used to find jobs.



3. Choose one job search engine and explain how a user can maximize it for job searching.

4. Why are job search engines important?



12.5.2.4 How to Do Online Applications

We have previously discussed that there are thousands of websites where a job seeker can post his résumé online and complete an online job application. Online application is done through the Internet for job seekers who apply online via a job board, like Monster.com, or apply online directly at the company's web site.

For online job application systems, some sites let the job seeker upload an existing résumé with the click of a button. On other sites, the job seeker can copy and paste from his or her résumé or use a résumés builder that is incorporated into the application system. Once the résumé is uploaded, searching for jobs can begin.

On the other hand, for application directly to the company websites, one must have to visit their website. Career information is usually listed in the "Careers" or the "About Us" section of the site. The instructions for searching for and applying for jobs online must be followed.

Before the job seeker can start applying for jobs online, it is important to prepare to complete online job applications and to gather all the information needed for application.

The following are needed when one would prefer for an online application:

1. An email address to use for job searching
2. Internet access
3. An up-to-date résumé with educational background, employment history and employment references
4. A cover letter for some jobs
5. Availability to work if applying for a part-time job

In some cases, job seekers are required to register and to build an employment profile. Once the profile is built, he can apply for jobs online and set up search agents to email him when new jobs are added to the system.

Job seekers can then apply online for specific positions at any time that is convenient for them, with just a few mouse clicks. At larger employers, and on many job sites, he can keep track of the positions he has applied for.

In addition, as part of the job application process and depending on the company, the job seeker may need to take and pass an online test to be considered for employment. Pre-employment tests, also called talent assessments, employment tests, or career tests, are used to help an employer identify candidates who will be a good fit for jobs at the company. The results of the test will determine whether he will be invited for an interview.

In addition, by signing a job application or acknowledging online that the information in the application is accurate, the candidate is attesting to their job and educational history. This



means that the job seeker can be denied employment or fired in the future if he or she is not truthful about his or her employment record.

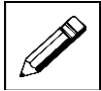
Before completion for a job application, either online or in-person, it is important to have all the information needed to complete the application on hand. Review these job application tips to be sure of being prepared to submit an application for employment.

- Review the Employment History. The job seeker needs his résumé or a list of his employment and education history to make sure that the listing has the correct dates of employment, job titles, and education. The résumé should match the job application perfectly as discrepancies will be noticed.
- Download a Sample Job Application. Download a job application sample and practice filling it out. This will ensure to have all the needed information in advance.
- Ask for an Application. For any application for a position in-person, one must ask for a job application, then to be taken home to be completed. Neatness and accuracy must be considered before one returns to drop it off.
- One must dress appropriately to look professional when applying in person or dropping of the job application. One might end up speaking to the manager or get a chance for an on-the-spot interview.
- Follow the Instructions. Follow the instructions when completing both online and paper job applications. Check the company web site or the fine print on the job application form for instructions, because the most important rule to remember when completing a job application is to follow the directions.
- Review before submission. Thoroughly read the instructions when applying for employment before clicking the Submit button or turn in the application. Mistakes and grammatical errors count, so one must carefully check his or her application. The Microsoft Word and spell/grammar check can be used for this purpose, and then copy/paste on the online application. The company will regard applications that are submitted correctly and accurately in a much better light than those from candidates who do not follow the instructions. In fact, some companies do not accept incomplete applications, so rejection can be avoided if the job application is fully completed.
- Be prepared to take a test. Some companies test applicants for employment to determine if the candidate is a good match for the jobs they are offering. Companies who conduct pre-employment tests (talent assessments) are seeking applicants that match their hiring criteria. Review advice on taking employment tests. Companies also may require drug tests for applicants for employment.
- Know how to complete a job application. These step-by-step instructions how to complete a job application include all the information needed to complete an



application for employment and tips and suggestions for writing applications that make a great impression.

As all these online application work through the Internet, one must be well versed on how to manipulate the computer in order to navigate well and thus maximize the use of available opportunities stored in every job search engine sites, social media sites and company websites.



Student Activity 12.5.2.4

Answer the following.

1. Describe an online application.

2. Explain how online application is done.

3. Choose one job search and networking tips and explain how a user can maximize it for job searching.



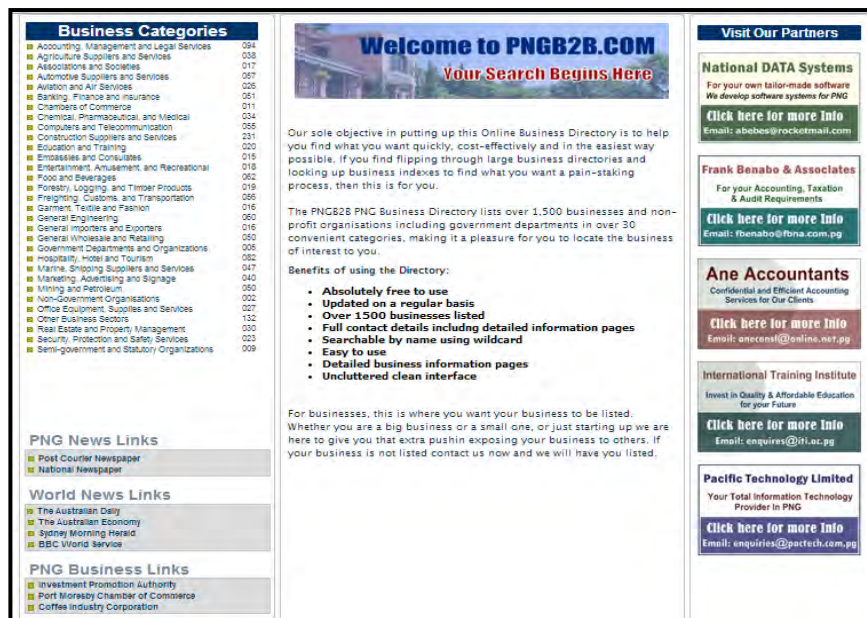
4. Why computer literacy in job hunting important?

12.5.2.5 Browsing Business Webpages with Career Opportunities

In Papua New Guinea (PNG), career opportunities through the use of the Internet are widespread. The people have come to realize the ardent need of this technology for economic gain and success.

The following are some of the business webpages in Papua New Guinea that offer career opportunities.

1. PNGB2B is an online business directory that helps the user to browse for business directories in Papua New Guinea. It provides a free and accessible way to look for career opportunities from what available listed businesses there are in Papua New Guinea.



The PNGB2B website home page

2. Business Council of Papua New Guinea provides the job seekers to browse through different businesses in the private sector. This website updates the user to what is new in the business locally and internationally. With such information provided, the job seeker can be updated with opportunities available in the private sector.



The logo of the Business Council of Papua New Guinea

3. Nationwide Directory offers a complete listing of all companies and businesses operating in Papua New Guinea. Up-to-date business websites available online provides any job



seeker to look into a company or business website for any available job posting or career opportunities.



The Nationwide Directory website home page

4. Small Business Development Corporation of Papua New Guinea was created to assist Papua New Guineans to start and improve small-scale businesses for employment creation and to improve the standard of living in the country. It is aimed at achieving this mission: "To lift domestic production and investment in the country by promotion of best practices with the view to stimulate smarter successful small businesses by 2030".



The Small Business Development Corporation website home page

- Investment Promotion Authority or IPA website provides a comprehensive way for the basics of investing in Papua New Guinea with all the links provided to orient possible investors to invest in Papua New Guinea. This website also provides links to different business groups, business names and companies in Papua New Guinea. It is a rich site in providing information for possible chances of career or job opportunities.



The logo of Investment Promotion Authority

- Business Advantage Papua New Guinea provides a rich website for the latest updates and news for existing businesses in Papua New Guinea.

Business Advantage PNG

HOME ANNOUNCEMENTS EVENTS JOBS

Search this website... Search

FEATURES

Curtain Bros planning huge, new dockside facilities at Motukea Island
Civil engineering firm Curtain Bros has big plans for Motukea Island, as it prepares to build new dockside facilities alongside the soon-to-be ... [read on ...]

LATEST NEWS

Business relationships set to expand

OPINION AND ANALYSIS

Opinion: using gas to develop Papua New Guinea's economy
20 Jan 2015 By Business
Advantage PNG Leave a Comment
Exporting all future PNG gas extract for income may not be the best use of this remarkable resource. LNG should also be used for domestic power consumption and petrochemical feedstock to

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Delivery

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Business Connect
New website for Paradise magazine

The Business Advantage ONG website home page

Learning how to browse for existing business websites in PNG opens the door for greater opportunities with what are available. People can keep an updated track of what is in and what is out in the business world which will in one way or another enhance their chances to contribute for the economic advancement of the country while opening themselves to opportunities of jobs and careers for greater economic reward.



Student Activity 12.5.2.5

Answer the following.

1. List down the mentioned sample business websites in PNG.

2. Choose one of the sample business websites in PNG and explain how it helps for people to have chances for career opportunities.

3. Why is browsing business webpages with career opportunities important?



12.5.2.6 Ethical and Social Issues in ICT

Technological advancements will always deliver the goods and service needed but amidst these benefits, there will always be the other side of the coin, its negative effects. Social and ethical issues ranked two of the highest disadvantages that new technological advances bring.

Wikipedia defines a social issue (also called a social problem, a social illness or a social conflict) is an issue that influences and is opposed by a considerable number of individuals within a society. It is often the consequence of factors extending beyond an individual's control and local geographical environment. Social issues are matters of concern to governments and the community. They reflect aspects of society, its people and institutions that people want to, and can, do something about.

In terms of ICT, social issues include:

- the cost to the community of switching to computer-based systems
- the potential for society to divide on the basis of the "information rich" and the "information poor"
- increased "white collar crime" such as Internet fraud and identity theft.

Ethics is seeking to answer the question "what *ought* one to do?" Ethics is about professional behaviour where the following exist:

- developing a well-informed professional conscience
- being true to the idea of who we are and what we stand for
- having the courage to explore difficult questions
- accepting the cost of our actions

In terms of ICT, ethical considerations include:

- equity and access
- privacy
- freedom of information
- copyright

In ICT, the processing of information will bring about the following specific social and ethical issues:

- privacy of the individual where anyone capable can interfere into one's confidential and private information and files



- security of data and information where data and information are stolen and misused
- accuracy of data and information where information disseminated are fallacious and offensive
- changing nature of work where machines replace people at work
- appropriate information use
- health and safety where hazards to the user’s well-being and security is at risk
- copyright laws which bring about similar issues like intellectual property rights and patent rights

In entirety, these social and ethical issues can affect the participants within the information system, those with the purpose and those in the environment. Information system designers have the responsibility to create information systems that are socially and ethically acceptable. Likewise, the governments of different countries have enacted laws to:

- protect the privacy of the individual
- address the changing nature of work
- maintain safe and healthy work environments
- protect intellectual property

The table below shows an example on how United States of America protects people and institutions against violations to their privacy.

GENERAL FEDERAL PRIVACY LAWS	PRIVACY LAWS AFFECTING PRIVATE INSTITUTIONS
Freedom of Information Act of 1966 as Amended (5 USC 552)	Fair Credit Reporting Act of 1970
Privacy Act of 1974 as Amended (5 USC 552a)	Family Educational Rights and Privacy Act of 1974
Electronic Communications Privacy Act of 1986	Right to Financial Privacy Act of 1978
Computer Matching and Privacy Protection Act of 1988	Privacy Protection Act of 1980
Computer Security Act of 1987	Cable Communications Policy Act of 1984
Federal Managers Financial Integrity Act of 1982	Electronic Communications Privacy Act of 1986
Driver’s Privacy Protection Act of 1994	Video Privacy Protection Act of 1988
E-Government Act of 2002	The Health Insurance Portability and Accountability Act of 1996 (HIPAA)
	Children’s Online Privacy Protection Act of 1998 (COPPA)
	Financial Modernization Act (Gramm-Leach-Bliley Act) of 1999

Federal Privacy Laws in the United States of America

Solutions to these social and ethical issues brought about by the use of information systems can be seen in the different government laws and controls on data and hardware security, the use



of Netiquette and acceptable user policies which have been all discussed in Grade 11 Information and Communication Technology module.

Moreover, in Grade 12 Unit 1 module, we have discussed the topics on Issues Related to Information Systems and Security of Information. Refer back to these topics for comprehensive discussion.

Understanding the issues that come with the use of ICT can bring forth better solutions and concerted effort to give remedies to problems caused by its use. Moreover, users of the technology will have a better understanding on the appropriate use of the technology and would thereby abide to norms and laws related to it.



Student Activity 12.5.2.6

Answer the following.

1. Define the following in your own words:

- Ethics

- Social Issues

2. Identify the social and ethical issues in relation to ICT.

3. Explain social or ethical issue and suggest solutions to the chosen issue.



4. What is the importance of understanding the social and ethical issues in ICT?



Summative Activity 12.5.2

Answer the following.

- A. Websites like this one below post their privacy policies for visitors to view. Write your brief reaction on this.

The Moral Dimensions of Information Systems

Internet content at Hotels & Resorts | Privacy Statement - Mozilla Firefox

InterContinental
HOTELS & RESORTS

RESERVATIONS | LISTINGS | PARTNER EXPERIENCES

PRIVACY STATEMENT

InterContinental Hotels Group | Privacy and Security

HOW WE PROTECT YOUR PRIVACY

The privacy and security of your personal information is very important to us. We do not share your personal information in ways not disclosed in our privacy statement or without your informed permission. We value your trust very highly and will work to protect the security and privacy of any personal information you provide to us and will only use it as we have described in our Terms of Use.

InterContinental Hotels Group is a licensee of the TRUSTe Privacy Program. TRUSTe is an (independently) recognized organization whose mission is to assist individuals and organizations to establish trusting relationships. TRUSTe helps the personal identity and information by providing the use of our information practices. This privacy statement covers the TRUSTe certified InterContinental Hotel Group Websites. To view a complete list of these related InterContinental Hotel Group sites please click on the TRUSTe seal.

Because Web site wants to demonstrate its commitment to its user's privacy, it has agreed to disclose its information practices and have its privacy practices reviewed for compliance by TRUSTe.

If there are questions or concerns regarding this statement, we ask that you first contact:

InterContinental Hotels Group
Attn: Privacy Officer
Three Riverside Drive
Atlanta, Georgia 30346
Phone: 1-770-504-6247
Fax: 1-770-504-6275
Email: privacy@ihg.com

If satisfactory response or resolution is not received within a reasonable timeframe, TRUSTe is available as a contact. Please see additional information at TRUSTe.com/Help/ContactUs/AboutUs/Privacy. TRUSTe will serve as a liaison with the Web site to resolve user concerns.

SECURE RESERVATIONS

Web sites are posting their privacy policies for visitors to review. The TRUSTe seal designates Web sites that have agreed to adhere to TRUSTe's established privacy principles of disclosure, choice, access, and security.



B. Read the article below and write a brief reaction.

THE INTERNET: FRIEND OR FOE TO CHILDREN?

The Internet has so much to offer people of all ages, including children. School-age children typically use the Internet for school assignments, for downloading music, playing games, and for connecting with others. A child might use e-mail or instant messaging to stay in touch with friends who have moved away or family members in distant locations. Shy children may find an online community and set of "friends" with whom to share feelings that they are unable to express in person. Children living in rural areas can stay in touch with others who are isolated geographically.

But there's a dark side to all that Internet use. It can also socially isolate children and expose them to unhealthy activities and experiences.

According to child and adolescent psychiatrist Dr. David Bassler, certain children become too isolated as a result of heavy Internet use. A shy or overweight child can become a football star in an online game or a persona in MySpace. Bassler believes that "a degree of this is healthy, but if it starts to become the primary focus, it can become a problem." Staying online for long periods of time may make a shy or depressed child even more shy or depressed.

When children spend too much time online, they don't do their homework or can't focus on their work in school because their online activities have drained their energy. They miss out on sports and other activities and they don't spend enough time with their real-world peers and family members.

E-mail and instant messaging can help youngsters stay in touch with friends and family but they have also become instruments for "cyberbullying." Kids will use these tools to send insulting remarks to each other or to distribute personal details meant for a few close friends to a wide circle of strangers. One 16-year-old boy whose girlfriend had broken up with him over the telephone was shocked to find a detailed explanation for her actions on her instant messenger profile. She had used instant messaging to tell their entire network of social contacts, including friends of friends in different high schools, details about the reasons for the breakup. They boy was so upset he skipped school the next day.

Ten million young people use the Internet each day, and one in five have been solicited or approached by a child predator, according to the FBI. Federal arrests for online exploitation of children doubled from 863 to 1,649 between 2003 and 2005. Fifty percent of child victims of online sex abuse are in the seventh through ninth grades.

Online predators monitor screen names and scrutinize personal information on social networking sites such as MySpace, Friendster, and Facebook to find youngsters with self-esteem problems. They'll ask youngsters questions such as "Do you like this band? Can I help you with your homework?" Then they'll try to arrange a physical meeting with these juveniles.

Dr. Robert Kraut, a professor at Carnegie-Mellon University who has studied online behavior for more than a decade, found that the more people use the Internet, the less they socialize and the less they communicate with family members. High Internet usage among teenagers is associated with a decline in social support. Many hours spent online in casual conversation with other strangers don't translate into meaningful relationships.

Obesity, now an epidemic in the United States, is especially prevalent among youngsters who sit at their computers for hours at a time munching on snack food. And there are plenty of Web sites encouraging them to do just that.

Food companies aggressively use Internet games and other perks such as screen-saver downloads to entice children into buying their brands. Their Web sites offer childrens' games linked to snacks, such as Chips Ahoy Soccer Shootout, Pop-Tart Slalom, and Lucky Charms Wild Chocolate Mine. A Kaiser Family Foundation study found that between June and November 2005 more than 12.2 million children had visited 77 food company Web sites it examined.

According to the study's lead researcher Vicky Rideout, Internet advertising "still doesn't have the reach TV advertising has. But who it does reach, it reaches more deeply." This study is the first to investigate the scope of Internet advertising aimed at children.

Sources: Johanna Ambrosio, "Connected in Nowhere," *Information Week*, May 1, 2006; Jennifer B. McKim, "Keep Your Child Safe from Online Predators," *Orange County Register*, July 18, 2006; and Curtis L. Taylor, "Kids Swallowing Online Food Company Lures," *Newsday*, July 20, 2006.



C. Answer the following are questions on online job searching and application.

1. List down the things needed to be done and prepared for before doing an online application.

2. What is the importance of having one's "brand"?



3. What is the importance of pre-employment tests (talent assessments) conducted by some companies for online applicants?



Answers to Student Activity 12.5.2

Student Activity 12.5.2.1

Answers can be similar to these ones below.

1. Online jobs are works done through the internet with pay from employers.
2. The start of the internet has created numerous chances for communication among cultures. With its great reputation, the internet has been used as a place for reasonably a number of interests, as well as business endeavors. The internet plays an increasingly bigger role in job searching.
3. An online job fair, also known as a virtual job fair or electronic job fair, is an online version of a traditional job fair. They allow employers and job seekers to meet and discuss employment opportunities by way of specialised websites.
4. Any three of the answers below are correct.
 - Online jobs are generally cost-effective. The only expense, basically, is the internet fee. Compared to desk jobs where people have to battle traffic and the stress of travelling, online jobs can be done practically everywhere, even in the comfort of one's own home.
 - They save a lot of travel time. The 30 minutes used to commute to work or the 10 minutes spent for walking to the office building can be used for other worthwhile activities, like conceptualizing on a project or troubleshooting.
 - There are greater opportunities for income online. The possibilities are promising. One need not be controlled to a single employer or source of income, which are typical of desk jobs. In online jobs, one gets to explore several areas, where endless opportunities await.



- A bigger network lies in the World Wide Web. With online jobs, one can reach a wider range of audience. A global audience is characteristic of the “boundless” society of the internet. One will never know what and who one’s work will reach, and its effect on people with varying cultures.
 - Age is often just a number. This is especially true if one knows how to go about the computer and the internet. Since jobs online require minimal physical exertion, age is typically not much of an issue. What is of much concern to the client is the quality of work you do.
 - Online jobs allow a flexibility of location. One can work anywhere he or she wants, provided there is an internet connection. There is no need to battle it out with other commuters in the subway, or fall in line at bus stops, and experience the other stressors normally experienced by people with desk jobs. Working online gives a person more freedom to get comfortable with his work environment that he has chosen.
-

Student Activity 12.5.2.2

Answers can be similar to these ones below.

1. Social media are computer-mediated tools that allow people to create, share or exchange information, ideas, pictures and videos in virtual communities and networks. This refers broadly to forms of communication and networking designed around the social interaction enabled by Web 2.0 technologies. List down the common social media sites that are used to find jobs.
 2. Any one of the following below is correct.
 - Twitter
 - Facebook
 - LinkedIn
 - Tumblr
 - Pinterest
 3. Answers may be similar to these ones below.
 - a. Twitter is a social networking and micro blogging service utilizing instant messaging, SMS or a web interface.
-



- Searches: Use that search bar to look for terms that apply to the job. For best results, type in words like "jobs," "hiring" and other specifics that apply to ones desired field and location; for example, "writer" and "New York City."
 - Hashtags: Typing #jobs and #hiring will result in a excess of tweets from those seeking employees. Employers who want to cast a wide net will often tweet out job applications, with accompanying hash tags.
 - Tweet often: Though it depends on the career of choice, tweeting is a great way to network with like-minded folks in one's profession. Follow businesses and people and do not be afraid to send the occasional tweet.
 - Follow away: There are dozens and dozens of Twitter accounts dedicated to posting job applications. Go to the search bar and type in "jobs," then click "People" on the left-hand side. One will soon see all the Twitter accounts with "jobs" in the username and can gleefully press the "Follow" button.
- b. Facebook is an undeniable social media that has a huge and powerful force.
- "Like" some pages: Most companies strive for dynamic social media presences, and Facebook Pages are engagement 101. By "Liking" them, one can get daily updates about their activity. Plus, they will likely post links to available job applications.
 - Private/Public: Take a thorough look at the privacy settings on Facebook, and make sure to know exactly how others view the Timeline. However, the user should consider setting ones work and education information public, enabling others to see his or her professional history.
 - Stay updated: Make sure all of the work and education info is up to date and reflects the current position and past experience.
 - Add "Professional Skills:" A few months ago, Facebook added a Skills "portion to the "About" section. Underneath work and education, add skills acquired, which will optimize the professional appeal.
- c. LinkedIn is the network of choice for professionals. LinkedIn is an online directory of professionals and companies.
- Connect: Unlike Facebook, it is a little less creepy to connect with strangers on LinkedIn, because everyone there is looking for networking opportunities. One can get connected to people who have careers of his or her interest and search around for those who might only be one degree away from him or her.



-
- Jobs Board: Not only does the site provide with advice and connections, but it also has a jobs board highlighting available opportunities in nearly every field.
 - Endorsements and recommendations: There is a portion of the profile dedicated to glowing recommendations and endorsements from one's peers. Try to get as many which will boost the page's likability.
 - Share more: According to LinkedIn's Career Expert, Nicole Williams, sharing articles or content with the network boosts the chances 10 times for getting contacted by a recruiter. When one shares content, it proves his or her knowledge in the industry.
 - List all the things: A profile is 12 times more likely to be viewed by a hiring manager if it has a detailed list of work experience. The more robust is the profile, the more experienced and hireable one may look.
- d. Tumblr, that vast Internet playground of GIFs and rabid fandoms, for help in the job search.
- Search tags: In the search bar, one must look for tagged terms like "hiring" and "jobs." It is a bit harder to separate the wheat from the chaff in the tag-happy blogging community, but one will still be able to find plenty of cool companies advertising open jobs via Tumblr.
 - Start Tumblring: This is especially important if the user is the creative type. A Tumblr account attuned to one's interests, and full of one's own original content. It automatically promotes one's unique appeal to employers. In addition, a good Tumblr following can lead to job offers from employers who happened to stumble upon the user's site.
- e. Pinterest is more than just a pretty place to find wedding inspiration and delicious recipes.
- Pin your résumé: Tired of the standard, one-sheet format? Use a Pinterest board to "pin" your résumé. You can highlight certain aspects of your experience and add photos and links.
 - Follow these pages: For a never-ending well of job tips and opportunities, follow these Pinterest boards.

4. Why are social media sites important?

Social media facilitates individuals and communities to share, co-create, discuss, and modify user-generated content. They introduce substantial and pervasive changes to communication between businesses, organizations, communities and individuals. Also, employers use social media to screen potential candidates.

**Student Activity 12.5.2.3**

The answers can be similar to these ones below.

1. Job search engines provides the user a much easier way of browsing the Internet for job listings and career opportunities which is best suited for him.

2.

- Monster.com
- AllStarJobs
- Unjobmonster.com
- Careerbuilder.com
- AgCareers.com
- US.jobs
- TweetMyJobs.com
- SimplyHired.com
- LinkUp.com
- LinkedIn.com
- Indeed.com
- Glassdoor.com
- Dice.com

3. The answer may be similar to this one below.

Careerbuilder.com

Like any other job search engine, careerbuilder.com provides the user a listing of careers by category, recently posted job vacancies, post a résumé, seek advice and recommendations, job recommendations and also allows the user to filter his or her search per country of his or her choice.

4. To make things easier as there is a vast amount of information in the Internet, the user can log on into the different available job engine sites. Job search engines provides the user a much easier way of browsing the Internet for job listings and career opportunities which is best suited for him or her.



Student Activity 12.5.2.4

Answers may be similar to these ones below.

1. Online application is done through the Internet for job seekers who apply online via a job board, like Monster.com or apply online directly at the company's web site.
2. For online job application systems, some sites let the job seeker upload an existing résumé with the click of a button. On other sites, the job seeker can copy and paste from his résumé or use a résumé builder that is incorporated into the application system. Once the résumé is uploaded searching for jobs can begin.
3. Any one of the answers below is correct.
 - a. Review the Employment History. The job seeker needs his or her résumé or a list of his or her employment and education history to make sure that the listing has the correct dates of employment, job titles and education. The résumé must match the job application perfectly as discrepancies will be noticed.
 - b. Download a Sample Job Application. Download a job application sample and practice filling it out. This will ensure that one will have all the needed information in advance.
 - c. Ask for an Application. For any application for a position in-person, one must ask for a job application, then to be taken home to be completed. Neatness and accuracy must be considered before one returns to drop it off.
 - d. One must dress appropriately to look professional when applying in person or dropping of the job position. One might end up speaking to the manager or get a chance for an on-the-spot interview.
 - e. Follow the Instructions. Follow the instructions when completing both online and paper job applications. Check the company web site or the fine print on the job application form for instructions, because the most important rule to remember when completing a job application is to follow the directions.
 - f. Review before submission. Thoroughly read the instructions for applying for employment before clicking the Submit button or turn in the application. Mistakes and grammatical errors count, so one must carefully check his finished application. The Microsoft Word and spell/grammar check can be used for this purpose, and then copy/paste into the online application. The company will regard applications that are submitted correctly and accurately in a much better light than those from candidates who do not follow the instructions. In fact, some companies do not accept incomplete applications, so rejection can be avoided if job application is submitted correctly.



enhance their chances to contribute to the economic advancement of the country while exposing themselves to opportunities of jobs and careers for greater economic reward.

Student Activity 12.5.2.6

Answers may be similar to these ones below.

1.

Ethics is seeking to answer the question “what one ought to do?” Ethics is about professional behaviour.

Social issue (also called a social problem, a social illness or a social conflict) is an issue that influences and is opposed by a considerable number of individuals within a society. It is often the consequence of factors extending beyond an individual's control and local geographical environment.

2. Identify the social and ethical issues in relation to ICT.

- privacy of the individual where anyone capable can interfere into one’s confidential and private information and files
- security of data and information where data and information are stolen and misused
- accuracy of data and information where information disseminated are fallacious and offensive
- changing nature of work where machines replace people at work
- appropriate information use
- health and safety where hazards to the user’s well-being and security is at risk
- copyright laws which bring about similar issues like intellectual property rights and patent rights

3. Answers may be similar to this one below.

Changing nature of work where machines replace people at work affects the human workforce. The company has a moral obligation to the displaced workers. There must be proper implementation of employment rights.

4. Understanding the issues that come with the use of ICT can bring forth better solutions and concerted effort to give remedies to problems caused by its use. Moreover, users of



the technology will have a better understanding on the appropriate use of the technology and would thereby abide to norms and laws related to it.



Answers to Summative Activity 12.5.2

A. Answer may be similar to this one below.

How personal information is used is a main concern when logging in into a website. Misuse and abuse of this kind of information had been a threat to the users which often discourages one to divulge their personal information.

Websites must have these trust policies in place which is a privacy policy with the purpose of informing and thereby protecting the users. The websites must make sure that their trust policies are unique and not borrowed. It must depict the actual policies of the company itself. The privacy policy is actually a disclosure statement where the users or website visitors are informed on just how their personal information is protected when they visit the website. Overall, these privacy policies will put the user's or visitor's mind at ease and help to ensure that the website will have more visitors and repeat business.

B. Answer may be similar to this one below.

Internet use has its own upsides and downsides especially for children. The use of internet for children paved the way for this generation to be more technologically advanced and aware. They maximize the use of this technology to make their personal, social and school life easier and more manageable.

However despite the benefits children are reaping from the use of the Internet, the children are also exposed to unpleasant and unhealthy activities and experiences.

Examples of too much time in Internet use lead a child to mismanage his school, family, social and personal life. It becomes an avenue where the children participate and perform to do unacceptable and unruly behaviors that will cause harm to them and to the people around them.

With all these negative impacts that the use of Internet can bring to children, the society in general with the family to specifically be more aware, vigilant and counter and pro reactive to these effects. There must be a strong and firm set of policies and rules set for children when using the Internet. There must be measures to filter what children see, read, hear and experience in the Internet. More so, the family and the society must continuously build the good manners and right conduct children must have and consistently practice in all that they do. With these measures done, the negative impact of Internet use can be minimized if not eliminated as a whole.



C. The answers may be similar to these ones below.

1. The following are needed when one would prepare for an online application:
 - a. An email address to use for job searching
 - b. Internet access
 - c. An up-to-date résumé with educational background, employment history and employment references
 - d. A cover letter for some jobs
 - e. Availability to work if applying for a part-time job
2. "Personal branding" helps a person to market his name, personality, expertise and style. It advertises the person and his skills, values, and professionalism especially when he is doing an online job searching and application.
3. Test applicants for employment are important to determine if the candidate is a good match for the jobs the companies are hiring for. Companies who conduct pre-employment tests (talent assessments) are seeking applicants that match their hiring criteria.



12.5.3 Online Résumés and Curriculum Vitae

12.5.3.1 Online Résumé and CV Formats in the Internet

You have learned from previous lesson that internet has been very useful searching for you desired job. Once you decided to apply for a certain position, company will require you to submit your resume or curriculum vitae. You might be asking now, what is the difference between the two anyway? There are three major differences between CVs (Curriculum Vitae) and resumes and there are length, purpose and layout. A resume is a brief summary of your skills and experience over one or two pages, a CV is more detailed and can stretch well beyond two pages. The resume will be tailored to each position whereas the CV will stay put and any changes will be in the cover letter.

The internet plays an integral role in how people search for jobs, as well as how employers and companies find appropriate candidates. According to some résumé writing experts, traditional résumés are out-dated.

Online résumé is also known as E-résumé, or electronic résumé and it is a résumé that is submitted to potential employers electronically or in other words via internet with the help of an electronic device which is a computer.

In the early days of Internet job searching, e-résumés, or electronic résumés, were distinguished from traditional print résumés. Today, since most résumés are transmitted electronically, the term “e-résumé” is not used much anymore.

Job seekers today submit their résumés via e-mail, post or submit them on Internet job boards, or publish them on their own webpage.

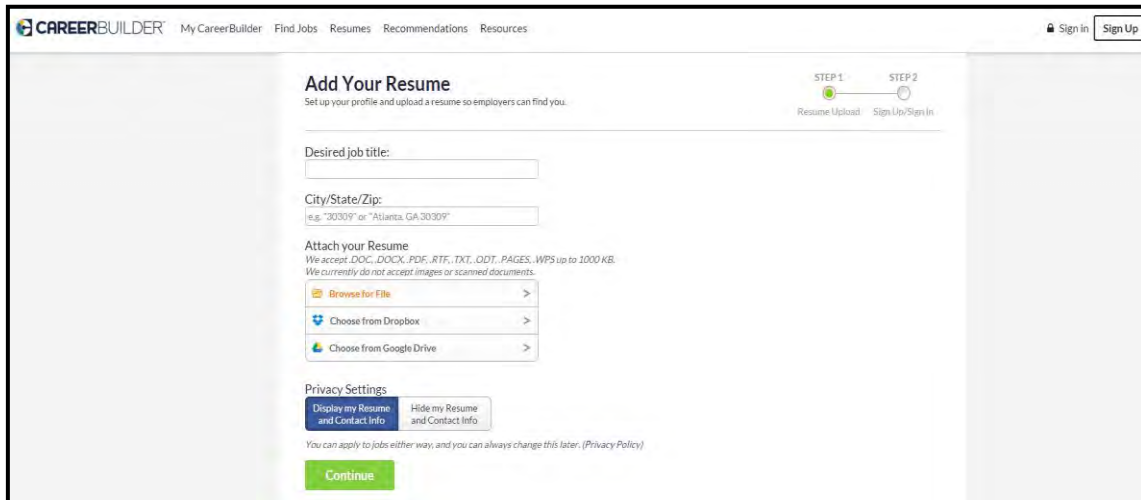
There are number of online résumé sites over the internet. Online résumé sites are portal where you can create a résumé online, upload your résumé, edit and store your résumé, and post your résumé online.

How to Make a Résumé Online?

There are varieties of alternatives of making an online résumé, this includes:

a. Free Online Résumé Sites

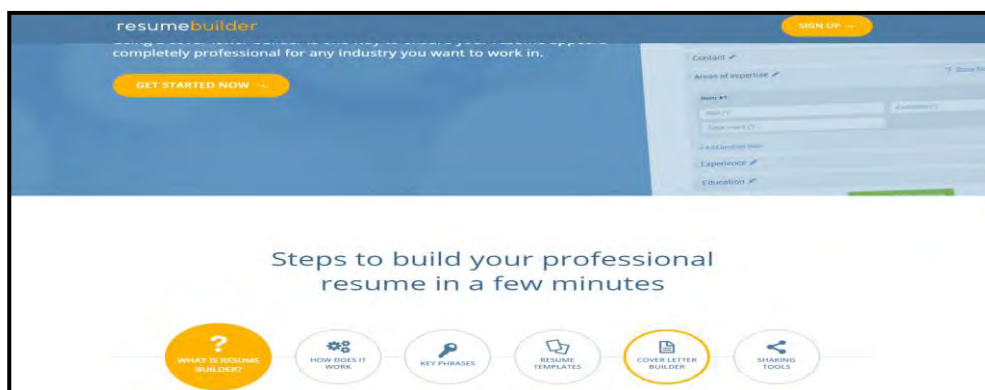
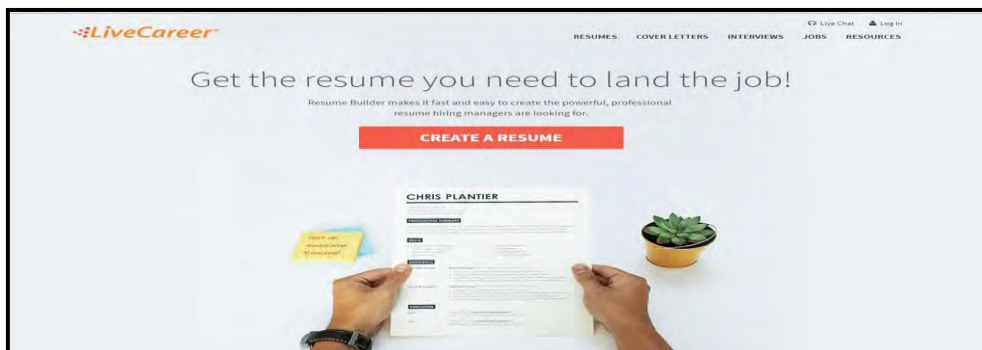
There are many free online résumé sites where you can upload your résumé or create a new résumé.



Career Builder is one of sites where you can upload your resume

b. Résumé Builder

This includes sites where you can build an online résumé with the help of résumé builder software and résumé wizard.



Live Career and Resume Builder are some examples of sites where you can create your resume



c. Uploading your existing résumé

Some online résumé sites enable you to start from scratch and create a brand new résumé. Others will step you through the process of uploading a résumé from your computer to the site.

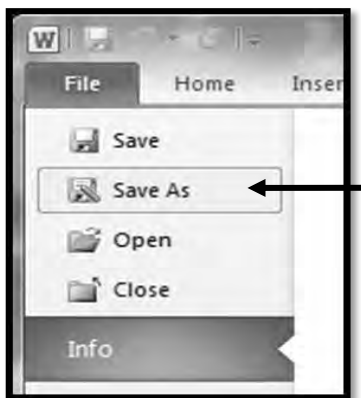
When you want to make an online résumé, which will look consistently good when emailed, scanned, or viewed on a web browser, you should use the simplest formatting possible. This may mean sacrificing the features of your favorite word processor such as tables, paragraph borders, and custom fonts.

Make sure to keep two versions of your résumé when posting it to the internet.

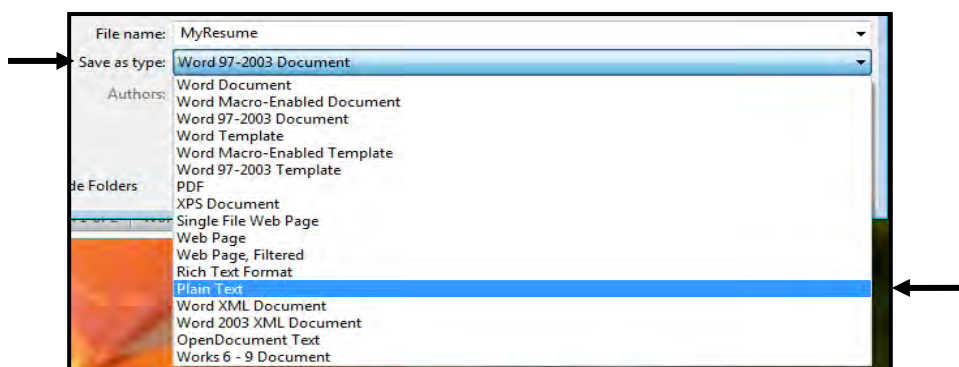
- a. On-line Version – to be used for e-mail and internet postings.
- b. Fully-formatted Version – to be used for future interviews or to be given out to employers who have already shown an interest.

Follow the steps below to create a résumé that will look good no matter where you send it. These directions will work for most word processing programs:

1. Open your résumé you created in your word processor (e.g. MS Word).
2. Click the **File** tab and choose **Save As**.



3. On the **Save as type** box choose **Plain Text**.





4. Close the résumé that you just saved.
5. Open your **Notepad** or a similar plain text editor.
6. Open the résumé you saved as plain text.

How to Format Your Résumé Online?

Edit your résumé following the formatting suggestions below.

- a. Use a non-proportional font such as Courier so that each full line of text appears as the same width on the page.
 - b. Do not use tabs. They are often ignored by web browsers, and behave changeably in e-mail reader programs.
 - c. Avoid trying to indent or center text using the spacebar. Keep all lines justified to the left side of the page, and use line breaks (“Enter” key) to separate headings and sections.
 - d. Do not rely on the exact positioning of text using spaces or specific fonts. The font that you use to create your résumé is not necessarily the same font that will be used to display it on the Internet or in an employer’s e-mail program.
 - e. To emphasize a word or words, use ALL CAPS rather than bold, or surround the text using asterisk (*) or other characters such as hash sign (#).
 - f. For bulleted list, use asterisk (*), hyphen (-), plus sign (+) or a similar common character. Keep in mind that long lines of text may wrap incorrectly underneath the bullets. To avoid this problem, keep list of items under 60 characters wide.
7. Save your edited résumé. It is important that you always save your work at all times.



Student Practical Activity: In this activity you will create your own Curriculum Vitae using MS Word. Include the following: Name, Objective, Certifications, Skills & Abilities, Employment and Education. Make sure you apply the knowledge you acquire from our previous lesson. Save the document as MyCV.

Internet or Online Résumé Formats

After learning how to make an online résumé, let us study the internet résumé formats. Take note that there are many online résumé formats. The choice of format must be appropriate to the need.

The way a résumé is intended to be delivered to its recipient determines the technological approach you should take on preparing your résumé. In this lesson we will learn the most common types of e-résumés and introduces some general guidelines on how to create them.

1. **Text Online Résumé** – this résumé is also known as a text-based résumé, plain-text résumé, or ASCII text résumé. It is the preferred format for submitting résumés electronically. A text résumé carries the **.txt** file extension, which contains simple formatting and is not especially visually appealing. The main purpose of this type of résumé is to be placed into one of the keyword-searchable databases that the vast majority of today's large employers now use. The text résumé is not vulnerable to viruses and is compatible across computer programs and platforms. It is highly versatile and can be used for:
 - a. Posting in its entirety on many job boards
 - b. Pasting piece-by-piece into the profile forms of job boards
 - c. Pasting into the body of an e-mail and sending to employers.
 - d. Converting to a Web-based HTML résumé.
 - e. Sending as an attachment to employers.
2. **Portable Document Format (PDF) Résumé** – offers the advantages of being completely invulnerable to viruses and totally compatible across computer systems (requires Adobe Acrobat Reader software). A résumé converted to PDF, which carries a **.pdf** file extension, looks virtually identical to the original document from which it was created, thus preserving the résumé's visual appeal, and it also appears consistently from computer to computer. Many employers specifically request PDF résumé files.
3. **Web Résumé** – also known as an HTML, Web-based, or Web-ready résumé is advantageous in a number of ways:
 - a. Employers can access your résumé 24/7. If you are talking on the phone with an employer in another city who wants to see a copy of your résumé, you can simply refer the employer to the Web address where your résumé resides.



- b. Résumés published on the web, which often carry the file extension **.html** or **.htm**, enable passive job-seeking because employers sometimes find your résumé on the Web using various search mechanisms.
- c. A résumé published on the Web can be expanded into a Web portfolio that includes links to work samples (written work, graphic design, photographs, reports, etc.) that can demonstrate your skills to employers.

The only catch of having a Web-ready résumé is that you need to have a place to host and means of publishing it. Lessons from unit Module 3 may help you on how to create your own web page and upload your e-résumé on it.

HTML formats include links to work samples and a photo of yourself or how you may want to present your résumé or CV on your own website (if you have one) and on career networking sites like LinkedIn. The importance of an online resume and CV is to be updated with the latest ways on how to search for employment. This has become a practice in creative fields like graphic design and advertising, where candidates want to impress potential employers with their ability to make a dramatic first impression which in return can provide a variety of opportunities for employment.

Always remember that there are a number of job-seekers and recruiters who may be dealing with as many as 200-400 résumés for a single job and they are NOT going to bother about any résumé that does not convert easily over their system. Hence, it is important that you prepare your electronic résumé in a simplest formatting as possible. The example on the next page will provide an idea on what relevant information can be included in an online résumé.



CHARLIE H. OSWIN

5678 Vavai St. Boroko NCD

OBJECTIVE

Merchandise and Goods Delivery Driver

CERTIFICATION

Class 6 Full Linsence

SKILL AND ABILITIES

- *Able to lift 50-75 lbs safely and efficiently
- *Maintain excellent relationships with clients
- *Friendly and energetic personality
- *Safe driving record

SUCCESSFULLY HANDLED PRODUCTS

- *Poultry
- *Dairy deliveries
- *Other delicate perishables

- *Thorough knowledge of diesel and gas engine troubleshooting.
- *Maintained delivery records with accounts receivable.
- *Collection of money or signature from customers.
- *Checked out and in vehicle, including daily safety inspection.

EMPLOYMENT

RH Hypermarket 2010-2014
Delivery Driver
Employee of the Year

Ray White PNG 2009-2010
Deliver Driver
Drove materials to satellite locations

EDARANU 2007-2009
Transfer Driver
Consistently met or exceeded delivery goals

EDUCATION

Gerehu Secondary School
1994-1998
Alotau Primary School
1988-1994



Student Activity 12.5.3.1



Answer the following.

1. Define electronic resume or e-resume in your own words:

2. Define each formats in making an online resume:

- Text Online Resume

- Portable Document Format

- Web Resume

3. What is the importance of keeping your electronic resume on its simplest formatting?



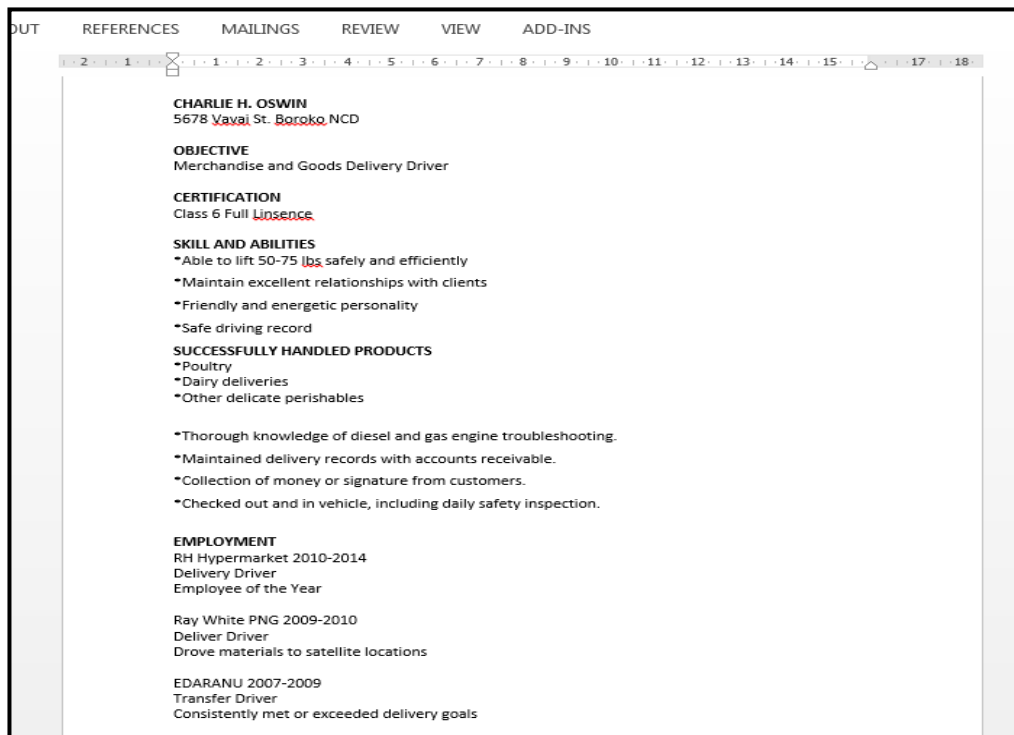
12.5.3.2 Writing and Formatting Résumés and CVs

You may have an existing résumé which you created in a word processing application program (e.g. MS Word, Wordperfect, Open Office) and when you are about to attach your file you noticed that the recipient (prospect employer) has specifically requested it to be sent in a certain format such as text file, PDF, or web based.

One important point to keep in mind is that any properly prepared résumé which is even in the most minimal format should already contain the right phrasing and keywords for grabbing the employer's attention. In fact, quite a few job-seekers keep multiple versions of their résumé on hand, each version tailored for relevance to a particular employer or job sector while others start with a bare-bones version of their résumé and tailor its keywords and experience specifically for each job posting to which they apply.

The importance of knowing how to convert a Word document file to any of the three internet résumé formats is the fact that recruiters will not spend time to reformat your file if it is unreadable on their system. If this happens, the chance to be employed might be lost. Hence, in this lesson, you will learn how to format your word processed résumé into internet résumé formats.

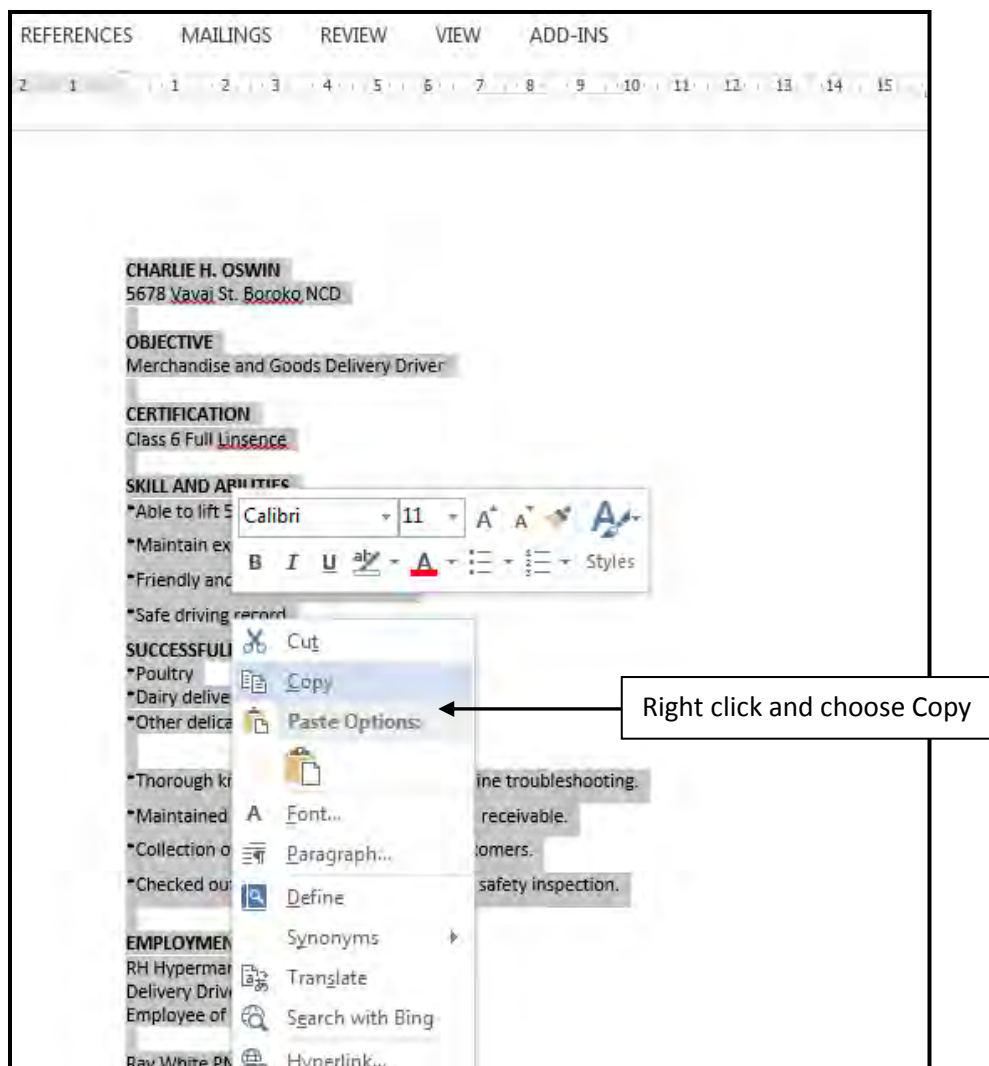
1. **Text Online Résumé.** Follow the steps below in converting Word document to a text file.
 - a. Open your word processed completed résumé you created from the previous lesson. (MyCV)



- b. Open a text editor, the most commonly used is Notepad. Click the following to open a Notepad.

**Start → Programs → Accessories → Notepad**

- c. Back to your résumé which is still open in Word document; highlight all the text in your document. You can press CTRL A on your keyboard or you may use your mouse to highlight all the text in your document.
- d. Copy the highlighted text by pressing CTRL C on your keyboard or right click on your mouse and choose **Copy**.



- e. Return to your text editing program (Notepad), and press CTRL V, or right click the mouse and choose **Paste**.
 - f. Save your résumé. Make sure that the extension of your file is **.txt** (e.g myrésumé.txt or myvitae.txt)
2. **PDF Résumé** - There are various ways to convert your word processed document (résumé) to PDF format.



- A. Using Save As command
 - i. Open your word processed completed résumé (e.g. Word, Wordperfect, Open office, etc.)
 - ii. Click **File** and choose **Save As**.
 - iii. On the **Save As type** box choose **PDF**.
 - iv. You may create another file for PDF file.
 - v. Click **Save**.
 - B. Using third party program or other free software that converts Word to PDF format.
 - C. Using free online web sites that can convert documents by simply uploading your document and emailing the converted product back to you within minutes. One concrete example is PDF online.
 - D. You can also scan your document and choose the appropriate format.
3. **HTML Résumé** - Converting .doc, or .docx file to HTML is easy to do, but there is no single perfect option. If you want your HTML résumé will load quickly and display consistently on all browsers, use an online tool. If you would like to save as much of your formatting as possible, use MS Word's built-in "Save As" ability instead.

There are number of online tool to convert your document to HTML format. You can use TextFixer's converter, or upload it to Online-Convert.com. There are also tools that offer more options like Word2CleanHTML or ZamZar.com converter.

Easiest way of converting your doc is with the use of Save As command.

- i. Open your word processed completed résumé (e.g. Word, Wordperfect, Open office, etc.)
- ii. Click File and choose Save As
- iii. On the **Save As type** box choose Single File Web Page
- iv. Click Save.

If you are using an online résumé sites in creating your résumé, formatting and editing your résumé would be easy as long as you follow the steps. Always make sure that you also create your own back up copy of the résumé you just edited or formatted.



Student Activity 12.5.3.2

Answer the following.

1. List the steps on how to convert a Word processed resume as a text online resume.

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

2. What is the importance of learning how to convert a Word document Résumé to internet format Résumé before sending to employers through email?

3. Enumerate the ways on converting your doc with the use of Save As command.



12.5.3.3 Uploading Résumés and CVs for Online Job Applications

Uploading or posting your résumé and CV online is important as it provides an easy way for you to cover more tracks when you are looking for a job. This will also enable a future “banking” of your file online for any opportunity that might best suit you. When you are out of work or looking for a better job, posting your résumé online can help you cover your groundwork. You already learned from the previous lessons on how to write and format your résumé. Now you are ready to upload your résumé online.

Before sending your résumé take a closer look to see if the job listing states how to send your résumé online. For instance, many places will ask for your résumé to be attached to an email, and they will state which format they want you to use.

Be sure to follow the directions on the job posting carefully and send your résumé online in the format that they are asking for. You must make sure that your résumé is in the right format so it gets noticed.

Most employers, especially in high tech and related industries, are looking for candidates online. Some companies will not even consider you for a given position if you do not post your résumé online. Posting your résumé online will get your résumé in the door and on the right desk as quickly and efficiently as possible. And you do not have to limit yourself to one page.

These days, there are online résumé banks just about everywhere you look. There are also sites that are essentially databases of résumés which will make your search for the right site a little easier. Most résumé databases invite job seekers to post résumés for free, so avoid sites that charge a fee.

How to post your résumé online?

Most of the time, when you post a résumé online, you fill out several fields, such as name, address, phone number, email address. Then you paste the bulk of your résumé into a big scrolling text box. Most sites require you to paste only plain text, also called ASCII (American Standard Code for Information Interchange). Some allow you to paste HTML (Hypertext markup language) or some may require you to attach a PDF (Portable Document Format) résumé format.

When you are pasting plain text into a text box, make sure to follow these guidelines:

1. Do not use any special characters or symbols, such as smart quotes or mathematical symbols.
2. Left justify everything in your résumé.
3. If you must indent and do not use tab; use spaces instead.
4. Put in a hard break at the end of every line; do not let word wrap to the next line.
5. Use Courier, if possible, and no other fonts.



6. Spell check your résumé before saving.
7. Save your résumé.
8. Proofread your résumé before sending.

Follow the post's instructions on how to send your résumé if there are any. Always make sure that you check all the details before sending your résumé. Remember this file represents you to your prospect employer.

Online Safety

Any time you share information online even if it is just contact information at the top of your résumé, you expose yourself to some level of risk. Though, it is not very likely that someone can steal your identity using this information alone but depending on where you post your résumé, and widely you share it, you may be opening yourself up to spam from recruiters, résumé distribution services, and various other companies. Some of which may be legitimate; while most of them won't be.

Sharing your résumé too broadly can actually work against you, as recruiters and hiring managers may get tired of seeing your résumé again and again in every database they visit. This can get you a reputation as a résumé spammer, which can significantly reduce the number of legitimate recruiters who contact you. Plus, there is always a risk that your current employer may see your résumé online, which will likely result in your termination. The good news is that you can greatly limit your exposure to issues like these by following a few general tips on where to post your résumé, and how much information to share about yourself.

- **Take time to carefully select the sites where to post your résumé** - The ideal approach is to post in the résumé databases of just one or two of the largest job websites, along with one or two sites that target your particular field.
- **Read the privacy policy of every site you are considering**- Stay away from posting on any site that does not clearly state that they will not share our information with third parties. This may be spammers or other sites that offers products, services, and the likes.
- **Do not post your résumé on any site that actively distributes it** - This kind of résumé blasting usually just amounts to spamming your résumé out to thousands of email addresses and many employers are annoyed by this, because they often did not request to be put on any distribution list. When choosing where to send your résumé, focus on quality above quantity.
- **Be choosy about how much contact information you share** - Some of the most popular sites, like LinkedIn, are built around secure messaging system that prevents anyone from seeing your personal contact information if you do not want them to. You can block your résumé from being searchable or may allow anyone to see it but limit who can access sees your contact information. Stay consistent on how much or how little you share and only



post your résumé on sites whose settings allow you to select the privacy level that works for you.

- **Set up an email address specifically for a job search** - This is easy to do for free on email providers like Gmail, Hotmail and Yahoo. This can be handy technique for protecting yourself from long term spam and for further distancing your job search from your personal information.
- **When your job search is over, delete your résumé from all databases** - You never know when your current hiring manager might stumble on an online résumé you posted ages ago, and calling you into his office for some serious explanation. There is always risk that spammers may gain access to contact information you left somewhere. If you do not get a single response to your résumé after about a month and a half on a given site, just delete it from that site and try somewhere else.

No matter how you want to share your résumé, the internet abounds with sites that can meet your needs. Posting a résumé and clicking might be simple enough, but you owe it to yourself to invest more effort in protecting your information. So read the fine print, keep your common sense and remember that when it comes to sharing our résumé, you are the one in charge.



Student Activity 12.5.3.3

A. **Put a tick on the statement if it states the guidelines to be followed in pasting plain text into a text box when posting résumé online.**

- 1. Check the spelling of your résumé using the Spell-check feature before saving.
- 2. Resume must be right justified.
- 3. You may use any special characters or symbols, such as smart quotes or mathematical symbols.
- 4. Indention is implemented with Tab key.
- 5. Save your résumé always.
- 6. Proofread your résumé before sending.
- 7. Use only Courier Font style.
- 8. Put in a hard break at the end of every line; do not let word warp to the next line.

B. **Answer briefly the following.**

1. What is the importance of posting résumé online?



2. How would you apply online safety in posting your résumé online?



12.5.3.4 Professional Issues in IT

In an era where information technology changes constantly, a thoughtful response to these rapid changes requires understanding and awareness of current issues in Information Technology. Professional Issues in IT are proactive issues such as social networking, government surveillance, privacy laws, computer security and reliability and intellectual property.

To function effectively, professional IT practitioners need not only the appropriate technical knowledge, skill and experience, but also a broad understanding of the context in which they operate. Becoming an IT Professional, one should know the relationship between technological change, society and the law, and to emphasize the powerful role that computers and computer professionals play in technological society.

The following are some of the current professional issues in IT.

1. **Computer Crime** - IT has changed the way in which crimes are committed:
 - a. Valuable assets are stored as computer data;
 - b. Telecommunications have broadened the geography of crime;
 - c. Computers have given rise to a new range of criminal activities such as computer hacking and viruses.
 - Hacking – it is the accessing of a computer system without the express or implied permission of the owner of that computer system.
 - Viruses – these are programs that are devised to be copied inadvertently. They are concealed in other programs or data, and damage or slow the operation of their host system.



Note: According to reports of Reuters on their June article, cyber-crime cost global economy \$445 billion a year (www.reuters.com/article-June), with a damaged to business from intellectual property exceeding the \$160 billion loss to individuals from hacking.

2. **Computer misuse** - There are eight (8) categories to be considered in computer misuse.
 - a. Erasure or falsification of data or programs to gain a financial or other advantage – deals with fraud and theft
 - b. Obtaining unauthorized access to a computer – this covers hacking and unauthorized use of an employer's computer
 - c. Eavesdropping on a computer – involves the use of equipment to pick up radiation emissions from a computer screen.



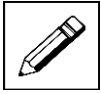
- d. Taking information without physical removal
 - e. Unauthorised borrowing of computer material
 - f. Denial of access to authorised users
 - g. Unauthorised use of computer time/facilities
 - h. Malicious or reckless corruption or erasure of data or programs.
3. **Software Piracy** - The unauthorized copying of software. Most retail programs are licensed for use at just one computer site or for use by only one user at any time. By buying the software, you become a licensed user. You are allowed to make copies of the program for backup purposes, but it is against the law to give copies to friends and colleagues.

Software piracy is all but impossible to stop, although software companies are launching more and more lawsuits against major replicators. Originally they are trying to stop this through copy-protecting their software but, this strategy failed, because it was inconvenient for users and was not 100 percent foolproof.

4. **Intellectual Property** - The rapid growth of the digital economy, enabled by the broadband penetration, and coupled with increases in computing power and storage, creates global markets for content and right holders. But also creates a threat that – without adequate controls it will damage the creative industries.

Information is a type of property. Information technology involves the application and manipulation of information. Therefore, information is valuable and valuable things are treated as a property by the law.

Information Technology made modern life much easier than what it used to, however for all the goods there are many bad. Society today has become too reliant on IT for all their needs; this in turn causes many issues or problems. Solutions to these professional issues were thought of and practiced for years now. Now, there exist different laws that protect the user and the data from any fraudulent practices. Revise Module 4 of Grade 11 Information and Communication technology where a thorough discussion on the different measures on how to protect computers and data was presented.



Student Activity 12.5.3.4

Identify which of the IT issues is being described in each statement. Write CC for Computer Crime; CM for Computer Misuse; SP for Software Piracy and IP for Intellectual Property. Write your answer on the space provided for each of the IT issues.

- a. Making unauthorized copies of copyrighted software available to end users connected by modem to online service providers and the Internet _____
- b. Unauthorized access in personal files or company records in order to commit fraud or blackmail. _____
- c. Purchasing a single licensed copy of a software and loading onto several computers contrary to the license terms. _____
- d. Writing or spreading computer viruses. _____
- e. Illegally duplicating and selling copyright software in a form designed to make it appear legitimate. _____
- f. Copying company logo or slogan for business advertisements. _____
- g. Malicious or reckless corruption or erasure of data programs. _____
- h. Identity theft where it is accomplished by use of fraudulent computer transactions. _____
- i. Selling standalone software that was intended to be bundled with specific accompanying hardware. _____
- j. Directly listening to digital or analog voice communication or the interception or sniffing of data relating to any form of communication. _____



12.5.3.5 Current and Emerging Trends in IT

Technology has become perhaps the greatest agent of change in the modern world. While never without risk, positive technological breakthroughs promise innovative solutions to the most pressing global challenges of our time, from resource scarcity to global environmental change.

According to IDC (International Data Corporation) there have been three waves of computing in the past. The first was the early computing era of mainframes, terminals and customized platforms. The second wave, starting around 25 years ago, encompassed the development of the PC, networking, relational databases and client services app. The third wave is our current era, built around cloud computing, social applications, big data and mobile computing. This third platform will form the basis for the development of new solutions for the next 20 years.

Here are some of the big technologies that currently contribute to ease our everyday lives:

1. **Body-adapted wearable electronics** - These virtually invisible devices include:

1. earbuds that monitor heart rate
2. sensors worn under clothes to track posture
3. a temporary tattoo that tracks health vitals
4. haptic shoe soles that communicate GPS directions through vibration alerts felt by the feet

The applications are many and varied: haptic shoes are currently proposed for helping blind people navigate, while Google Glass has already been worn by oncologists to assist in surgery via medical records and other visual information accessed by voice commands.



Haptic – is the science of applying touch (tactile) sensation and control to interaction with computer applications.

2. **Screenless Display** - There are various companies that make significant breakthroughs in the field, including:

1. virtual reality headsets
2. bionic contact lenses
3. development of mobile phones for elderly people
4. hologram-like videos without the need for moving parts or glasses.

3. **Quantified Self (Predictive Analytics)** - Smartphones contain a rich record of people's activities, including who they know (contact list, social networking apps), who they talk



to (call logs, text logs, e-mails), where they go (GPS, Wi-Fi, and geo-tagged photos) and what they do (apps we use, accelerometer data).

Using this data, and specialized machine-learning algorithms, detailed and predictive models about people and their behaviors can be built to help personalized medicine, sustainability and medical diagnosis.

4. **Brain-computer Interfaces** - These are interfaces, where computers can read and interpret signals directly from the brain, have already achieved clinical success in allowing quadriplegics, those suffering 'locked-in syndrome' or people who have had a stroke to move their own wheelchairs or even drink water from a glass by controlling the action of a robotic arm with their brain waves. Direct brain implants have helped restore partial vision to people who have lost their sight.

Add into the mix another six innovation accelerators and you have a wave of computing that will take us forward into the next era, whatever that may be. These accelerators include:

- a. The Internet of Things
- b. Cognitive systems
- c. Pervasive robotics
- d. 3-D printing of all kinds
- e. Natural interfaces
- f. Optimized security technologies and solutions.

Not all breakthroughs are created equal. Some arrive more or less as usable things; others mainly set the stage for innovations that emerge later. Let us check the list of some emerging technologies below maybe one of the milestones that will be worth following in the coming years.

- a. **Nano-Architecture** - Materials whose structures can be precisely tailored so they are strong yet flexible and extremely light. This technology matters because lighter structural materials would be more energy-efficient and versatile.
- b. **Car-to-Car Communication** - More than a million people are killed on roads worldwide each year. This technology will be a big help. A simple wireless technology promises to make driving much safer. Cars can talk to each other to avoid crashes. This technology will warn impending collision. It lets cars broadcast their position, speed, steering-wheel position, brake status, and other data to other vehicles within a few hundred meters. This information will be used by the other cars to build detailed picture of what is unfolding around them. Practically it will avoid accidents on the road.



2. Enumerate at least three of virtually invisible devices that are body-adapted wearable electronics:

3. How brain - computer interfaces work?



Summative Activity 12.5.3

Answer the following.

A. Study the sample online resume below. List all the errors that can be found on the space provided for.

Marianne Tamati
134 Angau Drive Boroko, NCD

QUALIFICATIONS

- Creative and versatile who understands branding
- Experienced designing brand identity, packaging, advertising, signage, posters and website
- Strong Interpersonal communication skills
- Work well independently

EDUCATION

- Bachelor in Business Administration – University of PNG

SOFTWARE

- Photoshop, Illustrator, Dreamweaver, HTML, CSS, Word, Excel and PowerPoint

EXPERIENCE

- Sales Supervisor – RH Hypermarket Vision City (2014-2015)
- Sales Associate – Pacific Industries (2013-2014)

ACHIEVEMENTS

- Vice President – Young Business Clubs (UPNG)
- First Place – Graphic Design (Divine Word University)





Answers to Student Activity 12.5.3

Student Activity 12.5.3.1

Answers may be similar to the ones below.

1. Electronic Resume is a resume sent or being sent to prospective employees by means of email or internet with the use of an electronic device.
2. Text Online Resume is the most preferred format for submitting resumes online, it is highly versatile and can be used for converting web-based HTML resumes or can be easily pasted into the body of an email or posted entirely on many job boards. It may not be visually appealing but it contains the simplest formatting that can be compatible to any browsers.

Portable Document Format. Format which most employers request from their applicants. It preserves resume visual appeal and appears consistently in any computer. This type is totally compatible across computer systems and completely invulnerable to viruses.

Web Resume. A format that is being published on the web and carries the file extension .html or .htm. It enables passive job-seeking due to various search mechanisms in the World Wide Web.

3. Always remember that there are a number of job-seekers and recruiters who may be dealing with as many as 200-400 résumés for a single job and they are NOT going to bother about any résumé that does not convert easily over their system. Hence, it is important that you prepare your electronic résumé in a simplest formatting as possible.

Student Activity 12.5.3.2

Answers may be similar to the ones below.

2. a. Open resume in Word Format
-



- b. Open a text editor, Notepad
 - c. Copy all the text from Word format file by highlighting with the use of mouse or using keyboard shortcut CTRL A
 - d. Right click and select Copy.
 - e. Point the mouse editor on the text, right click the mouse and select Paste.
 - f. Save resume with an extension .txt
2. Recruiters or HR personnel of companies will not spend time to reformat the sent electronic resume if it is incompatible on their system. The importance of learning how to convert a Word doc to any internet format required by the potential employers is the assurance that the resume being sent will be readable with their system.
 3. Open your Word processed resume. Choose SaveAs on the file tab. On the SaveAs type box choose Single File Web page. Click Save
-

Student Activity 12.5.3.3

Answers may be similar to the ones below.

A. Check only the numbers 1, 5, 6, 7, and 8

B.

1. Due to advance technology, most employers nowadays look for candidates online. Posting resume online will get your resume to potential employers as quickly and efficient as possible.
2. Practicing online safety is important when posting resume online. It can be applied by taking time in selecting sites where to post resumes. It is also important to read Privacy Policy of every site. Be choosy on how much contact information to be shared. Set up an email address specifically for job search. And when job search is over, delete resume from all databases.

Student Activity 12.5.3.4

Answers may be similar to the ones below.

- | | |
|-------|-------|
| 1. SP | 6. IP |
| 2. CM | 7. CM |
| 3. SP | 8. CM |
| 4. CC | 9. SP |
-



5. SP

10. CC

Student Activity 12.5.3.5

Answers may be similar to the ones below.

1. Early computing involves mainframes, terminals and customized flat forms. 25 years ago involves the second wave which focuses on developing PC, networking, relational Data Base different services applications. Third wave is the current period which includes cloud computing, social applications, big data and mobile computing.
2. Some examples of virtually invisible devices are: ear buds that monitor heart rate; sensor worn under clothes to track posture and temperature; tattoo that tracks health vital; heptic shoes that communicate GPS directions through vibrations alerts felt by the feet.
3. Interfaces where computers can read and interpret signals directly from brain.

**Answers to Summative Activity 12.5.3**

Answers may be similar to the ones below.

A.

1. E-resume
2. Resume Builder
3. Text Online resume
4. Web resume
5. LinkedIn
6. Viruses or Computer Viruses

B.

1. True
 2. True
 3. True
 4. True
-



12.5.4 Online Job Application Letters

12.5.4.1 Online Job Application Letter or Cover Letter

Every time you send out a résumé, you need to have a great cover letter to send along with. It is a good idea to customize your cover letter for each job you are applying for. An online cover letter is another way of introducing yourself to a potential employer. It is an effective way to provide an immediate view of the needed information for your application. What it says about you can be the difference between getting in the door and missing your chance.

With more employers posting jobs online, it is likely you will be faced with submitting an online cover letter through email. Generally speaking, an online cover letter should always be used whenever responding to a job posting found online or if specifically requested by the employer.

Before you create your online cover letter, let us first discuss some basic rules in writing an online cover letter.

1. **Online cover letters are short** - An online cover letter should be two or three paragraphs and under 150 words. The idea is that your cover letter should not be any longer than one screen in length. The employer should be able to read your letter without scrolling down the screen of his/her computer.
2. **Make the most of an email subject line** - Do not leave the subject line blank or insert a job number unless that is what you are instructed to do. Use the subject line to sell yourself. For example, if you are applying for sales position, in your subject line say something like “Experienced Salesperson for Executive Sales position.” The cover letter will be seen first when sending a résumé. Therefore, it must be well written and should convince the reader to look at your résumé.
3. **Use plain styling** - While some email allows special formatting, many will not recognize text, bullets, tabs, boldface text or formatted text. Like what you have learnt from creating your résumé, keep it simple and avoid stylish texts.
4. **Use job-specific keywords**- As with online résumés, using critical keywords will enhance the likelihood that your cover letter and résumé will get noticed in a future database search. Call attention to elements of your background like education, leadership, experience all these are relevant to a position you are seeking. Be as specific as possible by using examples.
5. **Maintain a professional tone** - Email is often written more casually. Remember that this is not an email to your friend or family member. Avoid using abbreviations, slang, wild colours, emoticons (happy faces, hearts, and the likes.), and inspirational quotes as part of your signature or any other everyday email techniques.

Take note to always customize your cover letter to include a brief description of why this particular job posting interested you, and which of your skills and work experiences are relevant



to its requirements. Repeat specific keywords from the posting itself, and use closely related keywords when describing the skills you will bring to the position.

The following are the parts of an online job application letter.

a. **Subject Line:** Job Title – Your name

Be sure to list the job you are applying for in the Subject Line of your email message, so the employer is clear as to what job you are interested in.

b. **Salutation:** You may use any of the following

Dear Mr./Ms Last Name or

Dear Hiring Manager (if you do not have a contact person)

c. **Body of the Email Cover Letter:**

1. **First Paragraph** – the first paragraph of your letter should include information on why you are writing. Mention the position you are applying for and how you found the job posting. If you were referred by a contact, mention the person in this part of your cover letter.
2. **Middle Paragraph** – The next section of your cover letter should describe what you have to offer the employer. Make a connection between your abilities and the qualifications listed in the job posting. Mention specifically how your skills and experience match the job you are applying for.
3. **Conclusion** – If you have attached your résumé, mention it in this paragraph. Then conclude your cover letter by thanking the employer for considering you for the position.
4. **Complimentary Close** – you may use the suggestions below:

Best Regards,

(Your Name)
5. **Signature** – Include your name, full address, phone number, email address, and LinkedIn Profile URL, if you have one, so it is easy for hiring managers, recruiters, and contacts to get in touch.

Online job application letters are important as these provide the possible employer an immediate view of all necessary information needed for a targeted vacant position. It provides the candidate for the position to present himself or herself in a brief and accurate manner.



Student Activity 12.5.4.1

Briefly answer the following.

1. What is the importance of a cover letter when sending an electronic resume?

2. State the basic rules in writing an online cover letter.

3. Define in your own words the parts of an online job application.

a. Subject line

b. Salutation

c. Body of the email cover letter



12.5.4.2 Online Job Application Letter Formats in the Internet

An online job application letter contains relevant information about the applicant and the position he is intending to apply for. Writing an online job application letter is the same with a hard copy application letter that most job seekers prepare. Online job application letter also follow certain formats that serves as guidelines in preparing one.

Busy people do not want to read long letters from people they do not know. Follow the guidelines below in writing an online job application letter.

- The letter should be one page long, and in standard business letter format. This means that you may indent your paragraph or not. Take note that not indenting gives a bit more room. Leave wide margins (minimum 1 inch).
- Use a clean, simple font like Arial or Times Roman. Do not be tempted to use a tiny font just to fit everything in one page.
- 10-12-point type is best. Write clearly and avoid hyphenated words at the end of a line.

Study the sample format of an online job application letter below.

Subject Line: Experienced Financial Editor

Dear Director,

I am writing in response to the job posting on the Mum's Marmalades website for a marketing internship position in Port Moresby office. As a self-starter who is already had some strong experience as an entrepreneur, I can offer Mum's Marmalades:

- *Two years entrepreneurial experience, including the opening of an online bookstore
- *Computer proficiency, including Microsoft Word, Excel and Photoshop
- *Excellent verbal and written communication skills

I have always believed in the quality of your jams and have enjoyed them since I was seven years old. I would love to be a part of a specialty foods business, especially at Mum's Marmalades.

My attached resume provides additional information on my background and qualifications. I look forward to hearing from you as soon as possible to arrange a time for an interview. Thank you for your consideration.

Best Regards,

Jacinta Wari
Gordons, NCD
Jwari76@gmail.com
724 64500



Different formats of an online application letter offer a variety of ways on how to present oneself to the possible employer. It creates the flexibility to accurately communicate the information necessary for a job being applied for.



Student Activity 12.5.4.2

Study the letter below. Rewrite the letter into a more acceptable online application letter.

Dear ABC Company:

Ur Admin Officer opening is perfect fit with my background. 😊 I'm so excited to speak with you. I do offer the following:

- 10 years' experience in areas of human resource, administration, payroll, logistics, procurement, sales and management
- Degree in Business Management aided me to exceedingly understand Admin Mgt.
- Worked with different types of people.
- Wide range of skills in communication and efficiency
- Hardworking and flexible ; works in minimal supervision
- Techie and possesses keen eye and attention to detail.

My accompanying resume further highlights examples of my relevant qualifications and success. I'd love ❤️ to discuss how I could contribute in this role to meet your needs. Just call me anytime for scheduling appointment

It's me,

Mika Sarufa
Taurama Rd, POM NCD
+675 71343322



12.5.4.3 Sample Online Job Application Letters

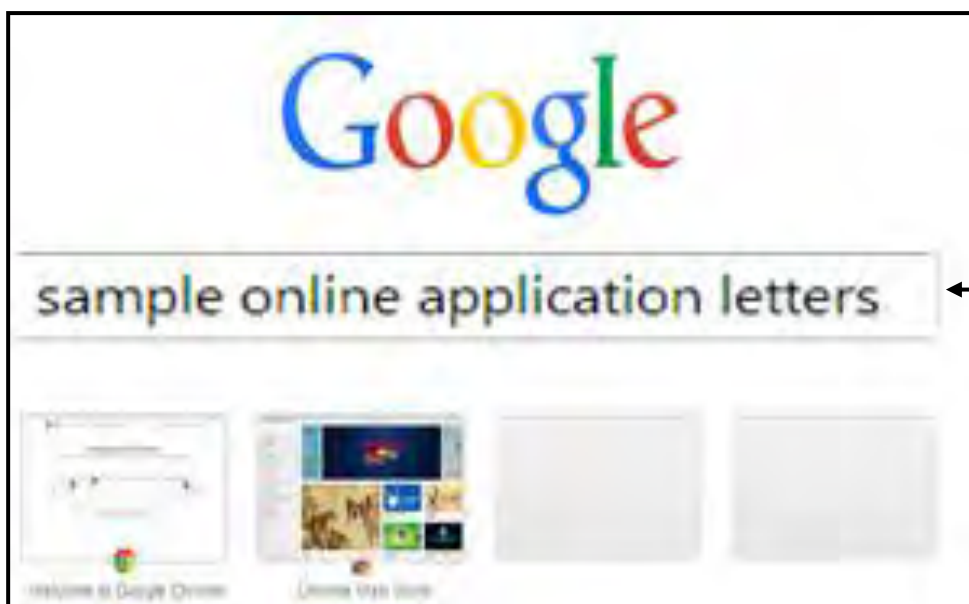
The Internet offers a variety of sample formats that can be used for an online application letter. The importance of learning how to browse the internet for such information will provide you the edge of being able to create a better job application letter. The variety of samples that you will see will enable you to look into many possibilities on how you can create an appropriate online job application letter.

Once you open your Internet browser, you can search for these formats by typing the search word in the search bar of any chosen search engine. Follow the steps below on how to browse the Internet for sample online application letters.

1. Open your Internet Browser. Choose a search engine. The sample provided below used Google. You can use other search engines like Yahoo.

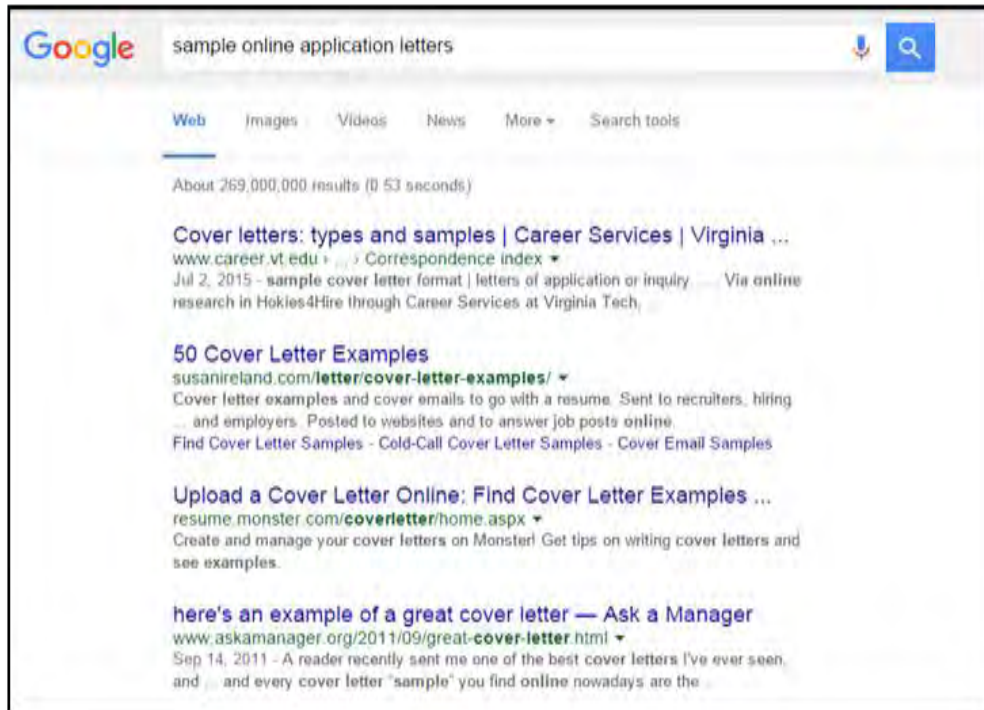


2. Type the key search word or words in the search box.

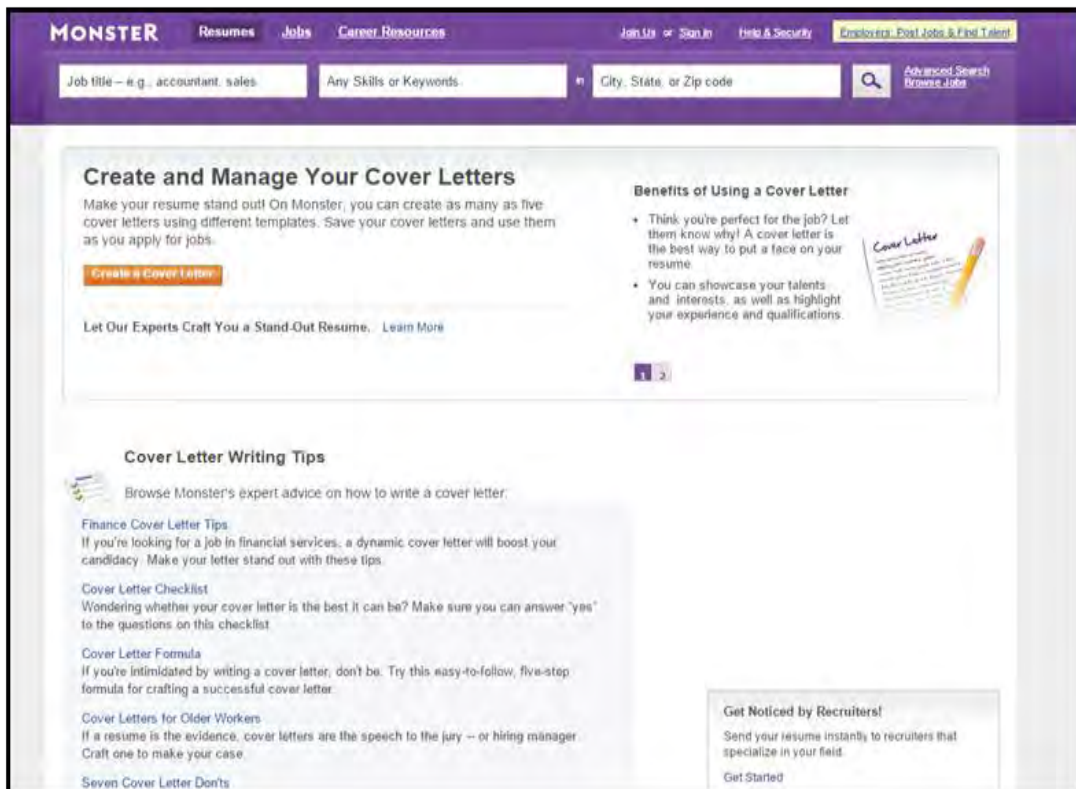




3. Click Search or click Enter from the keyboard. Results of the search will be displayed.



4. Click any of the search results and browse for different sample online application letters.





The Internet is the great equalizer for those who know how to use it efficiently. Anyone can now easily find facts using a search engine instead of dredging them from the gray matter dungeon – assuming they know a few basic tricks. Even expert users, they continue to use bad search methods regardless of the inferior results. Essentially, people who employ bad search methods continue to do so, over and over again. It is essential to get acquainted with new tools or search syntax in order to keep honing your search skills. When trying to produce the search results that you desire, use the simplest language possible. Be sure to include some form of context, such as location or type of circumstances.



Student Practical Activity 12.5.4.3

Open your internet browser. Choose any search engine. Search for more samples of Online Job Application Letters and printed Job Application Letter. Provide one sample for each and make a comparison. You can provide screen shots of the samples you have researched.

Paste your screen shot here.



12.5.4.4 Writing and Formatting Online Job Application Letters

When the employers request your job application letter and résumé in the body of an email message, paste your letter into your email message. Follow the steps below on how to do this.

1. Open your résumé document.
2. Press **CTRL A** from your keyboard or simply left click the mouse, hold and highlight the entire document to select all the text.
3. Press **CTRL C** to copy or use the mouse right click and select **Copy** command.
4. Click on the message box in your email.
5. Press **CTRL V** to paste or right click the mouse and choose **Paste** command to paste the selected text.

Always use a basic font and remove the formatting. Do not use HTML format in this process because you do not know what email client the employer is using, so simplicity is the best because the employer may not see a formatted message the same way you do.



Note: It is a best idea if you send the email message to yourself first to test if the formatting you applied on to your application letter works. If everything looks good, it is now the best time to resend it to the employer.

Learning how to write and format an online application letter will enable you to immediately provide all the needed information that your possible employer might be looking for. If the application letter is written and formatted in a simple, brief and accurate manner, then the chance of creating the impression reflecting appropriateness and suitability for the job will be achieved.

**Student Practical Activity 12.5.4.4**

Open your Notepad and type the letter on the next page. Using the knowledge learned from the previous lesson, format the Job Application Letter below. Use Font face – Arial and Font Size – 11. Save with file name resumesample.txt.

Dear Mr. Cape,

Jane Irvine mentioned you are looking for an office manager for your growing holistic health and beauty supply company. She suggested I email you my resume.

Jane and I have known each other professionally and personally for about seven years, so I value her recommendation that Beyond Beauty, Inc. and I might be a good employment fit.

Briefly, here is my profile:

(1) 10 years' experience offering outstanding service to diverse clients (7 years as Pacific Operations Manager of Wilderness Adventures in Seattle and 3 years as Front Desk Manager of The Tea Garden Spa in Tiburon) (2) A lifelong passion for holistic healing and a keen interest in beauty products and services that enhance a balanced lifestyle (3) Excellent telephone and in-person skills; able to quickly establish rapport with clients, identify needs, and match them with appropriate resources (4) Highly organized, efficient, and energetic; able to create office systems that improve workflow and enhance the overall environment. My resume is attached. I'll give you a call tomorrow to be sure you got this.

Thank you!

Laura Thomas



12.5.4.5 Uploading Job Application Letters

Uploading an online job application letter simply means transferring relevant information from a client computer to a host computer. Uploading an application letter via internet is the same with sending your electronic résumé. The first step is to save your letter in the right file format. As discussed from previous lessons, we have different internet file format:

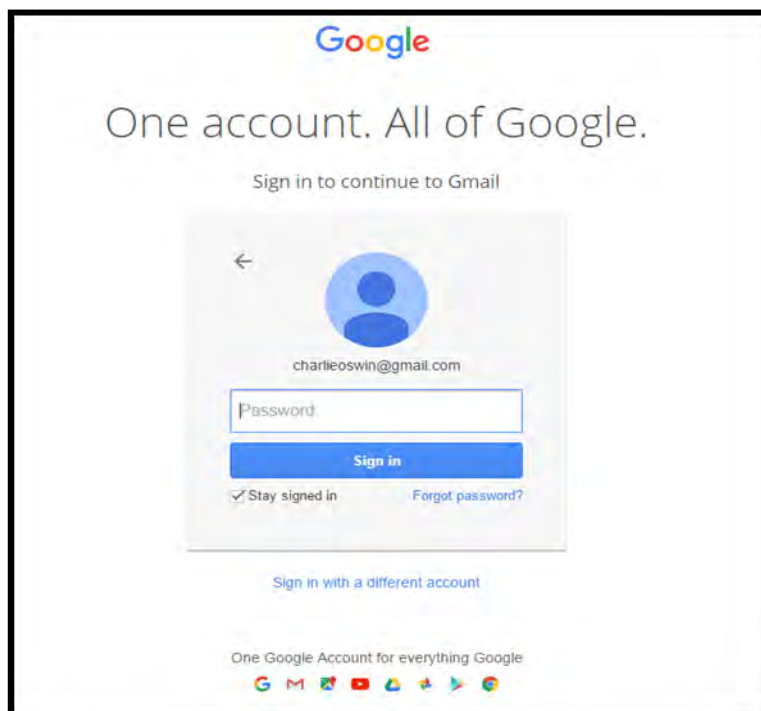
- a. .txt
- b. PDF
- c. HTML

The most important part of sending a job application letter is to follow employer's instruction. If the job posting says to include your cover letter and résumé as an attachment, attach the preferred format (.txt, PDF, HTML) to your email message. Save the files with your name, so they do not mix up with other applicant's documents. From the example job application letter we can use a file name such as jacintawaricover.txt or warijacintacover.txt.

Make sure that you always follow the employer's instruction on how to send your job application letter and be sure that your email application letter are written as well as any correspondence you send.

Below are the steps on how to send your online job application letter:

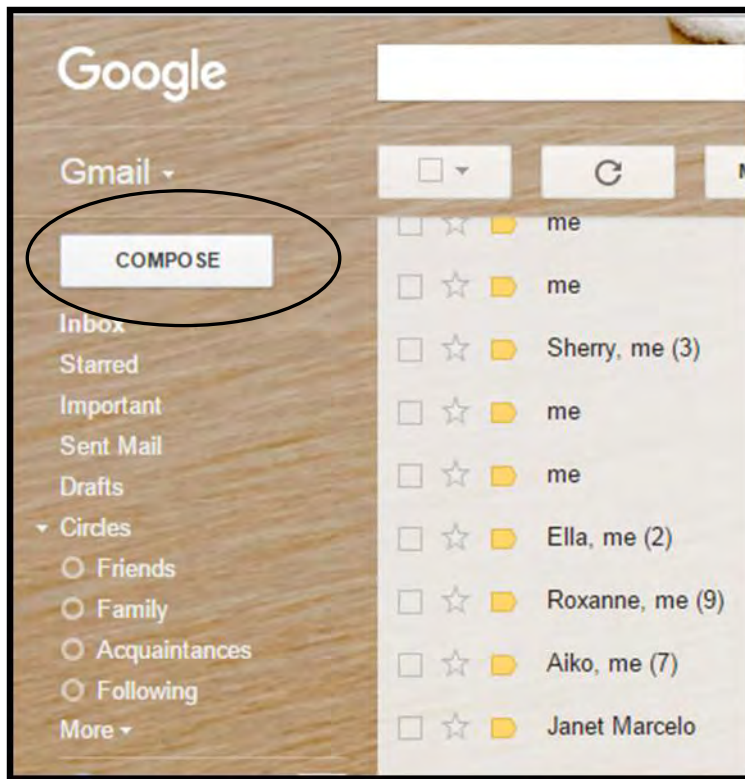
1. Open you email account



Sign In Window for an email account



2. Click on the Compose at the left side of your screen.



Google account screen

3. You can either type your application letter directly into the email message, copy and paste from your document, or if the company requests an attachment, send your letter with the email message.
4. Be sure to include a Subject Line in your email with the position for which you are applying and your name. For example:

Subject: Charlie Oswin, Social Media Manager Position

5. Include a signature with all your contact information, you may include:
 - a. name
 - b. address
 - c. phone
 - d. email address



Charlie Oswin, Administration Officer

hr@iss-shiiping.com.pg

Charlie Oswin, Administration Officer

Attn: HR Manager

Good day.

I would like to express my interest in applying for a position in your company. Attached is my Curriculum Vitae for your reference.

My background and the nature of my major have more than readied me for this position. As you can see, my work involved a great deal of duties in the areas of human resource, administration, payroll, logistics, procurement, sales and management for over 13 years. This allowed me to gain abilities and capabilities to complete different tasks and work with different kinds of people. I am hardworking and flexible and astute to pick up new skills from my work and from others. My degree in business management has aided me well to exceedingly understand the essentials of Administrative Management and Office Supports. Also, my wide range of skills that include communication and efficiency make me a good fit for this position.

I have technical know-how, with keen eye and attention to detail and this career in your company will give me the opportunity to progress in many areas. I am able to accept the responsibility of this position right away, and have the avidity and will to guarantee that I make a success of it.

Yours Sincerely,

Charlie Oswin
Vaivai St. Boroko, NCD
Mobile No.: +675 72479624

Sans Serif | Paragraph | Bold | Italic | Underline | Text Color | Bulleted List | Numbered List | Indent Left | Indent Right | Quote | Link

Send | Font Color | Attach | Insert | Image | Link | Emoticon | Saved | Delete | More



6. Once your email message is ready to send, you need to attach your application letter and résumé to your message (depends on the request of the employer). Click on Attach File, to attach the documents needed.
7. Before you click send, be sure to proofread your email for grammar and spelling. Check to make sure that you have added a subject and your signature to the message.
8. Send the email to yourself first, this will serve as a test message for you to be able to check if you have written and formatted a correct application letter.
9. Finally, send a copy of the message to yourself, as well as to the company, so you have a copy for your records. Add yourself as a Bcc (blind carbon copy).

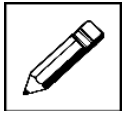
Learning how to upload your application letter will provide you the final process of submitting an online application letter for an online job.



Student Practical Activity 12.5.4.5

This activity will focus on how to send an Online Job Application Letter. This will be sent initially to your own email address. Screenshot will be required to check for the output. Follow the instructions below:

1. Open your email account
2. Click on COMPOSE
3. On the TO line type your own email address
4. On the Subject Line, type Office Manager position
5. Open the file resumesample.txt
6. Copy and paste the entire document from your Notepad into the email message. Make sure you apply the techniques discussed from the lesson Writing and Formatting Online Job Application letters.
7. Be sure to proofread your email for grammar and spelling
8. Click SEND
9. Once sent go to your inbox and check if you receive the email.
10. Provide the screenshot.



Summative Activity 12.5.3

A. Answer the following questions

1. What is the importance of sending a cover letter when applying for jobs online?

2. Enumerate the basic rules in writing an online cover letter.

3. State the guidelines of writing an online job application letter.



- B. Study the application letter below and take note of the errors that you can find. Rearrange the letter following the correct parts of the Cover Letter discussed.**

Dear Director,

Attached herewith is my updated curriculum vitae that provides additional background and qualifications. I am available anytime for an interview.

I am experienced in working remotely, meeting deadlines, and coordinating with and overseeing the work of other writers.

The biggest challenge about financial writing, in my opinion, lies in finding a way to make the material easy and enjoyable to read and understand, while at the same time minding the grammar, sentence structure, and data accuracy. I enjoy meeting this challenge with each piece I write.

As financial editor and in-depth content writer with over eight years of experience, I was struck by how closely my qualifications match the Financial Editor candidate you described in your recruitment ad.

Respectfully yours,

Nicksen Koroti
Boroko, NCD
Nkoroti75@gmail.com
721-65489



Answers to Student Activity 12.5.4

Student Activity 12.5.4.1

Answers may be similar to the ones below.

1. An online cover letter is an extra way of introducing oneself to a potential employer. It is an effective way to deliver an immediate view of the needed information for the application.
2. Online cover letter must be short. It should only contain fewer than 150 words that can be in two to three paragraphs. Always keep the formatting simple and avoid stylish texts. Make use of job-specific keywords to call attention to elements background of education, leadership, experiences that are relevant to the position. Maintain professional tone. Avoid using abbreviations, slang and wild colors, and emoticons
3. Subject line of an application letters is the portion of the letter where you tell the reader (employer) about the particular position you are applying for.

Salutation is the line that addresses the recipient of the letter. This can be the HR Manager or the Hiring personnel

Body contains the brief information about the applicant. It contains first, middle and concluding paragraph. It ends with a complimentary close and signed by the applicant.

**Student Activity 12.5.4.2**

Answers may be similar to the one below.

Subject Line: Application for Administrative Officer – Mika Sarufa

Dear Hiring Manager:

I would like to express my interest in applying for an Administrative Officer in your company.

My experiences and background in the areas of human resource, administration, payroll, logistics, procurement, sales and management for 10 years have more than readied me in this position. It has allowed me to gain abilities and capabilities to complete different task and work with different types of people. I am hardworking and flexible and work in minimal supervision. I have a technical know-how, with keen eye and attention to detail.

Attached herewith is my curriculum vitae for your further reference. I am available anytime for an interview. Please call me on my mobile number provide below.

Respectfully Yours,

Mika Sarufa
Taurama Rd, POM NCD
+675 71343322



Student Activity 12.5.4.3

Answers may be similar to the ones below.

1. Sample of Printed Job Application Letter

Sample Letter

September 12, 2008

John D. Smith
Human Resources Manager
Mom's Marmalades, Inc.
123 Main Street
New York, NY 10000

Dear Mr. Smith:

I was thrilled when Tom Townsend, a mutual friend, suggested I write to you about opportunities at Mom's Marmalades. As a self-starter who's already had some strong experience as an entrepreneur, I'm interested in a marketing internship with your company.

I am hardworking, analytical and like taking initiative. In the past year I have accomplished a lot:

- Received one of only three prizes in school science fair
- Worked weekends two years straight as a telephone call center representative
- Managed a small online bookstore that grossed over \$600 in sales in four months

I've always believed in the quality of your jams and have enjoyed them since I was seven years old. I would love to be a part of the specialty foods business, especially at Mom's Marmalades.

Enclosed, please find a copy of my résumé. I will give you a call next week to see if we could set up a time to discuss my becoming a part of your company for the summer. Feel free to call me at (212) 555-5555 or send email to jhiggins@mail.com.

I look forward to speaking with you soon.

Sincerely,
(Signature)
Joe P. Higgins



Online Cover Letter Example

Subject Line: Experienced Entrepreneur for Marketing Internship position

Dear Hiring Manager,

I am writing in response to the job posting on the Mom's Marmalades website for a marketing internship position in the New York City office. As a self-starter who's already had some strong experience as an entrepreneur, I can offer Mom's Marmalades:

- Two years' entrepreneurial experience, including the opening of an online bookstore
- Computer proficiency, including Microsoft Word, Excel and Photoshop
- Excellent verbal and written communication skills

I've always believed in the quality of your jams and have enjoyed them since I was seven years old. I would love to be a part of the specialty foods business, especially at Mom's Marmalades.

My attached résumé provides additional information on my background and qualifications. I look forward to hearing from you as soon as possible to arrange a time for an interview.

Thank you for your consideration.

Joe P. Higgins
777 State Street
New York, NY 10101
joe.higgins@mail.com
Home: 917.333.5555
Cell: 917.555.4444



Student Activity 12.5.4.4

Answers may be similar to the ones below.

Dear Mr. Cape,

Jane Irvine mentioned you're looking for an office manager for your growing holistic health and beauty supply company. She suggested I email you my resume.

Jane and I have known each other professionally and personally for about seven years, so I value her recommendation that Beyond Beauty, Inc. and I might be a good employment fit.

Briefly, here is my profile:

- 10 years' experience offering outstanding service to diverse clients (7 years as Pacific Operations Manager of Wilderness Adventures in Seattle and 3 years as Front Desk Manager of The Tea Garden Spa in Tiburon).
- A lifelong passion for holistic healing and a keen interest in beauty products and services that enhance a balanced lifestyle.
- Excellent telephone and in-person skills; able to quickly establish rapport with clients, identify needs, and match them with appropriate resources.
- Highly organized, efficient, and energetic; able to create office systems that improve workflow and enhance the overall environment.
-

My resume is attached. I'll give you a call tomorrow to be sure you got this.

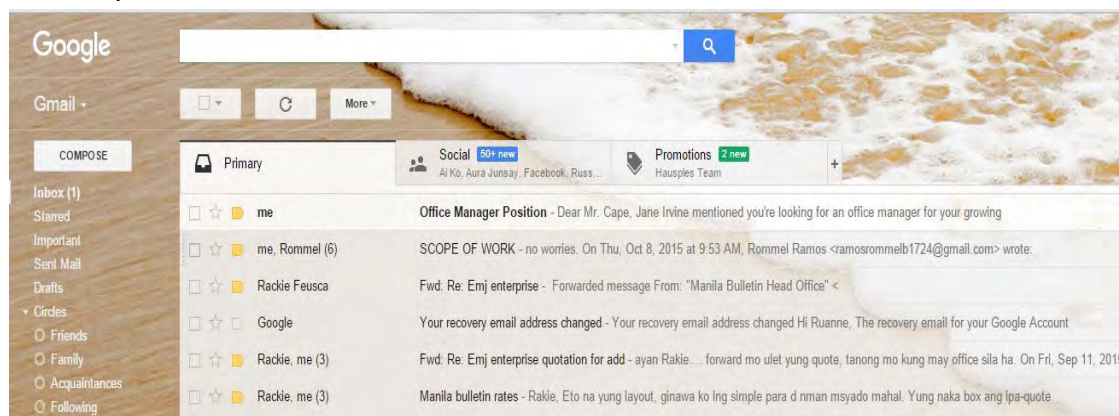
Thank you!

Laura Thomas

Mobile No: +675 720548900

Student Activity 12.5.4.5

Answers may be similar to the ones below.





Answers to Summative Activity 12.5.4

1. An online cover letter is another way of introducing yourself to a potential employer. It is an effective way to provide an immediate view of the needed information for your application.
2.
 - **Online cover letters are short** - An online cover letter should be two or three paragraphs and under 150 words. The idea is that your cover letter should not be any longer than one screen in length. The employer should be able to read your letter without scrolling down the screen of his/her computer.
 - **Make the most of an email subject line** - Do not leave the subject line blank or insert a job number unless that is what you are instructed to do. Use the subject line to sell yourself. For example, if you are applying for sales position, in your subject line say something like “Experienced Salesperson for Executive Sales position.” The cover letter will be seen first when sending a résumé. Therefore, it must be well written and should convince the reader to look at your résumé.
 - **Use plain styling** - While some email allows special formatting, many will not recognize text, bullets, tabs, boldface text or formatted text. Like what have you have learnt from creating your résumé, keep it simple and avoid stylish texts.
 - **Use job-specific keywords**- As with online résumés, using critical keywords will enhance the likelihood that your cover letter and résumé will get noticed in a future database search. Call attention to elements of your background like education, leadership, experience all these are relevant to a position you are seeking. Be as specific as possible by using examples.
 - **Maintain a professional tone** - Email is often written more casually. Remember that this is not an email to your friend or family member. Avoid using abbreviations, slang, wild colours, emoticons (happy faces, hearts, and the likes.), and inspirational quotes as part of your signature or any other everyday email techniques.
3.
 - The letter should be one page long, and in standard business letter format. This means that you may indent your paragraph or not. Take note that not indenting gives a bit more room. Leave wide margins (minimum 1 inch).
 - Use a clean, simple font like Arial or Times Roman. Do not be tempted to use a tiny font just to fit everything in one page.
 - 10-12-point type is best. Write clearly and avoid hyphenated words at the end of a line.



Summary

Computers have become a part of every aspect of human life in the developed world, including basic communications with others. According to IT bloggers, people now a days will use technology as an enabler to communicate with those they want, and as a barrier to block out those they don't want to connect with. Generally associated with increases in workplace productivity, computers allow each of us, using quick technologies such as email and internet fact-checking, to accomplish more with every hour of work. Internet is a special ground where people can communicate: individuals to their loved ones, friends to their colleagues, job-seekers to employers. Indeed people can now conduct much of their personal business online without ever speaking to another human being.

The Information and Communication Technology (ICT) Industry is one of the fastest growing and changing fields. Technology is developing rapidly and new devices and systems are constantly being created to provide faster and more efficient methods for information and communication technology. Careers in the ICT field are in high demand and the industry is expected to grow.

ICT is providing new avenues for job creation that could help tackle global unemployment. For instance, the development of the mobile phone applications industry has created new opportunities for small-and-medium-sized enterprises.

This module had provided the basic and necessary content and skills necessary for online career options and online job searching. Upon its completion, the module topics on computers and employment which specifically included discussions on career options in ICT, job search on the Internet, formatting rèsùmès and curriculum vitae and formatting job application letters will provide an achievement of the following:

- use a range of computer skills to prepare CVs and job application letters
- do job search on the internet
- identify possible ICT careers

If you are applying for a specific ICT job, network engineer, system designer, programmer, web developer, etc., then you will have to produce specific evidence that you possess the appropriate skills. You need to be truthful in your application, because your ICT skills can easily be tested as part of the selection process.



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GLOSSARY

Blogs – a website containing a writer’s or group of writers’ own experiences, observations, opinions, etc., and often having images and links to other websites.

Browsing – exploration of the World Wide Web by following one interesting link to another, usually with a definite objective but without a planned search strategy

Code – program instructions used in computer

Configuration – the way in which a computer system or network is set up or connected.

Cover letter – is a document sent with a resume to provide additional information on skills and experience.

Electronic data processing – (EDP) refer to the use of automated methods to process commercial data. This uses relatively simple, repetitive activities to process large volumes of similar information.

Email address – a name that identifies an electronic post office box on a network where email can be sent.

Ethical issues – a problem or situation that requires a person or organization to choose between alternatives that must be evaluated as right (ethical) or wrong (unethical)

Hardware – is a collection of physical parts of a computer system. This includes the computer case, monitor, keyboard, and mouse. It also includes all the parts inside the computer case, such as the hard disk drive, motherboard, video card, and many others.

ICT support technician – provides technical support and assistance for users of computer infrastructure and web technologies.

ICT – short for Information and Communications Technology. It is an umbrella term that includes any communication device or application, encompassing: radio, television, cellular phones, computer and network hardware and software, satellite systems and so on as well as various services and applications associated with them.

ICT Manager – responsible for implementing and maintaining organization’s technology infrastructure and monitors the organization’s operational requirements, researches strategies and technology solutions, and builds the most cost-effective and efficient system to achieve those goals.

ICT support – provides assistance in the implementation and commissioning of new device, application program or system.



Information poor – (also Information Poverty) is a situation in which individuals and communities, within a given context, do not have the necessary skills, abilities or material means to obtain efficient access to information, interpret it and apply it appropriately.

Information rich – is a situation in which individuals and communities have good access to online information and traditional media such as newspapers, radio, television, and books and use these to plan their lives and react to changes in circumstances on the basis of what they know or can find out.

Information Systems – an integrated set of components for collecting, storing, and processing data and for delivering information, knowledge, and digital products.

Installation – is an act of putting software on a computer, or adding hardware components to your computer.

Intellectual property – intangible rights protecting the product of human intelligence and creation, such as copyrightable works, patented inventions, trademarks and trade secrets.

Internet – a means of connecting a computer to any other computer anywhere in the world to establish communication via dedicated routers and servers. It includes connections through one or more gateway computers.

Intranet – is a private network that is contained within an enterprise. It may consist of many interlinked local area networks and also use leased lines in the wide area network.

Job – a piece of work, especially a specific task done as part of the routine of one's occupation or for an agreed price.

Job opportunities – a chance for an employment

Job search – act of searching for employment performed by an individual who is either unemployed or dissatisfied with their current position.

LAN – short for Local Area Network; is a computer network that interconnects computers within a limited area such as a residence, school, laboratory, or office building.

Multi-user computers – refers to computer systems that support two or more simultaneous users.

Network – is a group of two or more computer systems linked together

Network infrastructure – refers to the hardware and software resources of an entire network that enable network connectivity, communication, operations and management of an enterprise network. Provides the communication path and services between users, processes, applications, services and external networks.

Network segment – is a portion of a computer network that is separated from the rest of the network by a device such as a repeater, hub, bridge, switch or router.



Online – computer or device connected to a network (such as internet) and ready to use (or be used by) other computer or devices.

Online application – sending or submitting your application for employment through the use of internet.

Online jobs – these are job vacancies posted over the internet.

Online support – web-based version of customer service which offers 24/7 assistance to help consumers such as computer users to solve a particular issue.

Pinterest boards – a website that uses a specific system which collects photos on any topic a user may choose to pin about.

Privacy – a state in which one is not observed or disturbed by other people.

Privacy law – regulation or statute that protects a person’s right to be left alone, and governs collection, storage, and release of his or her financial, medical and other personal information.

Programmers – an individual that designs and composes instructions for computer systems to refer to when performing a given action.

Program – A series of instructions given to a computer to direct it to carry out certain operations.

Rèsumè – a written compilation of education, work experience, credentials, and accomplishments of a certain individual to be used to apply for jobs.

Search engine – a program that searches for and identifies items in a database that correspond to keywords or characters specified by the user, used especially for finding particular sites on the World Wide Web

Search tags – these are key words or phrase that best describe the contents of the page for easy searching

Servers – a computer or computer program which manages access to a centralized resource or service in a network.

Social issues – refers to an issue that influences and is opposed by a considerable number of individuals within a society.

Social media – websites and applications that enable users to create and share content to participate in social networking

Software – the programs and other operating information used by a computer



Software vendors – makes or sells software products that run on one or more computer hardware or operating systems platforms. Examples are Microsoft, IBM, Hewlett-Packard and Apple.

System administrator – a person who manages the operation of a computer system or particular electronic communication service.

System analyst – is an IT professional who specializes in analysing, designing and implementing information systems.

System designers – is an IT professional who specializes in preparation of an assembly of methods, procedures, or techniques united by regulated interaction to form an organized whole

Technical support – refers to services by which enterprises provide assistance to users of technology products such as mobile phones, computers, software products and other electronic devices.

Troubleshoot – trace and correct faults in a mechanical or electronic system

URL – (Uniform Resource Locator) It is the address of a specific web site or file on the internet.

Virtual Private Network (VPN) – is a network that is constructed by using public wires usually internet to connect to private network, such as a company's internal network.

WAN – (Wide Area Network) is a network that exists over a large-scale geographical area. It connects different smaller networks, including local area networks (LAN)

Web 2.0 technologies – term used to describe a second generation of the World Wide Web that is focused on the ability for people to collaborate and share information online.

Web developer – is a programmer who specializes in, or is specifically engaged in, the development of World Wide Web applications.

Webmaster – a person who maintains a particular website

Web pages – a hypertext document connected to the World Wide Web

Websites – a location connected to the Internet that maintains one or more web pages

White collar crime – refers to financially motivated nonviolent crime committed by business and government professionals.

FODE SUBJECTS AND COURSE PROGRAMMES

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

REMEMBER:

- For Grades 7 and 8, you are required to do all six (6) subjects.
- For Grades 9 and 10, you must complete five (5) subjects and one (1) optional to be certified. Business Studies and Design & Technology – Computing are optional.
- For Grades 11 and 12, you are required to complete seven (7) out of thirteen (13) subjects to be certified. Your Provincial Coordinator or Supervisor will give you more information regarding each subject and course.

GRADES 11 & 12 COURSE PROGRAMMES

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

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

CERTIFICATE IN MATRICULATION STUDIES

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

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

FODE PROVINCIAL CENTRES CONTACTS

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