



Task-based Activity Cover Sheet

Task Title: Participate in a job interview

Learner Name:	
Date Started:	Date Completed:
Successful Completion: Yes___ No___	
Goal Path: Employment ✓ Apprenticeship___ Secondary School___ Post Secondary___ Independence___	
Task Description: Participate in a job interview for a co-worker	
Competency: B: Communicate ideas and information D: Use digital technology	Task Group(s): B1: Interact with others B2: Write continuous text D2: n/a
Level Indicators: B1.3: Initiate and maintain lengthier interactions with one or more persons on a range of topics B2.2: Write texts to explain and describe information and ideas D.2: Perform well-defined, multi-step digital tasks	
Performance Descriptors: see chart on last page or click here.	
Links to skill building activities: see the last page or click here.	
Materials Required: <ul style="list-style-type: none"> • Practitioner will play the role of the job applicant • Computer with internet access • Pen and paper to make notes • Skill building can be done by using Project READ’s A3 and the Employment Path (April 2015) 	
ESKARGO: B1.3 Interact with others Presenting <ul style="list-style-type: none"> • Speaks or signs clearly in a focused and organized way • Speaks clearly in a focused and organized way when presenting information to others on a variety of topics in familiar and unfamiliar situations • Provides specific, detailed information or instructions to familiar and unfamiliar individuals Interacting <ul style="list-style-type: none"> • Uses strategies to maintain communication, such as encouraging responses from others and asking questions • Rephrases to confirm or increase understanding 	



Attitudes:

Practitioner,

We encourage you to talk with the learner about attitudes required to complete this task set. The context of the task has to be considered when identifying attitudes. With your learner, please check one of the following:

- Attitude is not important Attitude is somewhat important Attitude is very important



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Learner Information and Tasks:

Employees at the Library are sometimes asked to participate in job interviews to assist the management with hiring co-workers. Look at the job advertisement for **Customer Service Agent, Contract Part-time**.

Your instructor will serve as the job applicant.

Task 1: Write down five questions that will help determine the right candidate for this job.

Task 2: Perform an internet search to ensure that your questions comply with the Ontario Employment Standards Act.

Task 3: Conduct the job interview. Begin by giving an oral description of the job to the applicant.

Task 4: Explain why you would or would not hire this applicant?



Customer Service Agent, Contract Part-time



Hanover Public Library seeks someone with a passion for helping people to join our team, starting August 2014.

This position is responsible for staffing the Library Circulation and Information desk; answering questions; helping people find what they need; checking materials out and back in; handling money; operating a cash register, copier and fax machine; filing; maintaining statistics; and repairing and processing library materials. This will include providing basic computer support for the public using our computers or their own devices in the library. A full job description may be obtained by contacting Agnes Rivers-Moore at 519-364-1420 or arm@hanover.ca

This position requires someone with a welcoming and friendly personality, preferably with some library or transferable experience. Applicants must have excellent customer service skills; effective oral and written communication in English; the ability to master automated systems; good literacy and numeracy skills. Applicants should have patience, an aptitude for detailed work, accurate data inputting skills, and discretion to hold in confidence information relating to patrons, volunteers, staff and library business. A clean police vulnerable sector check will be required.

Physical requirements: moderate lifting, pushing loads, walking, standing, reaching overhead, stooping and sitting.

Hours: 18-25 hours per week, varying shifts covering 9 am to 8 pm weekdays and some weekends.

Wage: starting rate \$12.67 – \$13.21 per hour

Minimum Qualifications:

- Library or transferable retail/public service experience
- Demonstrated excellent customer service skills
- Computer and keyboarding skills
- Familiarity with Windows, Office software, Internet and searching skills

Essential Knowledge and Skills:

- Strong communication and public relations skills
- Respect for confidentiality
- Accuracy and attention to detail
- Self-motivation and ability to exercise independent judgment



Prepared for: Cementing Integration Project – QUILL Learning Network 2015

Wide range of reading interests

Ability to interact with people of all ages and work collaboratively in a team

Applications: Please forward a complete resume relating to the required skills, to the address listed below no later than 5:00 p.m. **Monday July 28, 2014.**

Agnes Rivers-Moore

Fax: 519-364-1747

C.E.O./ Chief Librarian

Email: arm@hanover.ca

Hanover Public Library

451 10th Avenue

Hanover, Ontario N4N 2P1

The Hanover Public Library is an Equal Opportunity Employer. In accordance with the Accessibility for Ontarians with Disabilities Act, 2005 and the Ontario Human Rights Code, the library will provide accommodations throughout the recruitment, selection and/or assessment process to applicants with disabilities. If selected to participate in the recruitment, selection and/or assessment process, please inform the library of the nature of any accommodation(s) that you may require in respect of any materials or processes used to ensure your equal participation.

All personal information is collected under the authority of the Municipal Freedom of Information and Protection of Privacy Act and will be used for candidate selection.

We thank each applicant for submitting their resume, however, only candidates to be interviewed will be contacted.



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Answer Key

Task 1 & 2: Make sure the questions are pertinent to the job description.

Ensure that the answers comply with Employment Standards. There can be no questions about religion, family, etc.

Task 3: The Learner should read the job description to the applicant and begin to ask the interview ‘ questions. The learner should be listening to the answers and not more concerned about what the next question is that they will ask. This will also be known by the answer in Task 4.

Task 4: The Learner’s determination of whether or not this is a good applicant will depend to some degree upon the tutor’s responses to the questions, but should be based on solid reasoning.



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Performance Descriptors		Needs Work	Completes task with support from practitioner	Completes task independently
B1.3	<ul style="list-style-type: none"> chooses appropriate strategies to check and increase understanding 			
	<ul style="list-style-type: none"> uses and interprets non-verbal cues (e.g. body language, facial expressions, gestures) 			
	<ul style="list-style-type: none"> participates in lengthier exchanges to problem solve and explore issues 			
	<ul style="list-style-type: none"> varies speed, tone and emphasis to increase effectiveness of exchanges 			
	<ul style="list-style-type: none"> uses strategies to maintain communication, such as encouraging responses from others and asking questions 			
B2.2	<ul style="list-style-type: none"> writes texts to explain and describe 			
	<ul style="list-style-type: none"> conveys intended meaning on familiar topics for a limited range of purposes and audiences 			
D.2	<ul style="list-style-type: none"> selects and follows appropriate steps to complete task 			
	<ul style="list-style-type: none"> makes low-level inferences to interpret icons and text 			

This task: was successfully completed____ needs to be tried again____

Learner Comments

Instructor (print)

Learner Signature



Skill Building Activities

Links to online resources:

Interactive tutorials covering: Types of Interviews, What to prepare before an interview, What to do during an interview, and Follow up after an interview

<http://www.gcflearnfree.org/jobsearch/interviewingskills>

Four P's of a successful interview – Tip Sheets

<https://alis.alberta.ca/ep/eps/tips/tips.html?EK=150>

Tips for acing a job interview

<http://jobsearch.about.com/cs/interviews/a/aceinterview.htm>

How to have a good job interview

<http://www.wikihow.com/Have-a-Good-Job-Interview>

Ten best job interview tips for job seekers

http://www.quintcareers.com/job_interview_tips.html

Ontario Human Rights Commission web pages, specific to employment.

http://www.ohrc.on.ca/en/social_areas/employment

<http://www.ohrc.on.ca/en/iv-human-rights-issues-all-stages-employment/5-interviewing-and-making-hiring-decisions>

Top 10 Interview questions and why they are effective from the Globe and Mail report on business.

<http://www.theglobeandmail.com/report-on-business/careers/management/ten-must-ask-job-interview-questions/article610545/>

Excellent general Interview guide.

<http://www.canadiancareers.com/interview.html>

Top interview questions from Monster Canada, a top website for any job seeker.

<http://career-advice.monster.ca/job-interview/interview-questions/common-interview-questions-canada/article.aspx>

LearningHUB online courses available:



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- **Reading & Writing, Independent Study (assigned by practitioner after assessment)**
 - PLATO: Communications 1 & 2

- **Essential Skills Independent Study (assigned by practitioner after assessment)**
 - PLATO: Job Skills for the Real World
 - PLATO: Basic Skills for the Real World

- **Independent Study, Short Courses (assigned by practitioner after assessment):**
 - Conflict Resolution Skills & Strategies
 - Creating a Digital Portfolio
 - Customer Service Essentials
 - Hiring Tests: Putting Your Best Foot Forward
 - Improving Your Job Skills
 - Maintaining Healthy Self Esteem On and Off the Job
 - On the Job Report Writing
 - Preparing for Employment: It's Your Job

- **Live Classes (SABA) –** How to Write a Cover Letter; Resume Writing for Beginners; Using E-Mail in the Workplace; Essential Skills 101; Filling in Forms; On the Job Thinking Skills; Personal Hygiene and Good Grooming.

***To access LearningHUB courses**, learners must register for the LearningHUB e-Channel program by completing the registration form on their website and completing the course selection (page 2 of the registration form): https://www.learninghub.ca/get_registered.aspx

***To Access LearningHUB Course Catalogue:**

<http://www.learninghub.ca/Files/PDF-files/HUBcoursecatalogue,%20December%202023,%202014%20revision.pdf>