

WORKING in Alberta

**A Guide for Internationally
Trained and Educated Immigrants**



This book contains information to help an internationally educated and trained immigrant identify realistic work opportunities and make successful employment transitions in Alberta. It will help you:

- find and use information to research the labour market
- learn about the requirements of occupations that are governed by law in Alberta
- research new work opportunities
- use job search skills and techniques to find work
- become familiar with the Alberta workplace
- identify further information and resources.

This publication is available on-line through the Alberta Learning Information Service (ALIS) website—Alberta’s leading on-line source for career, learning and employment information. To access this and additional publications, visit www.alis.gov.ab.ca/careershop

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Immigrants living in Alberta and staff from Alberta immigrant-serving agencies were interviewed in the development of this book. The examples presented reflect their actual experiences. However, some of the individual stories are a compilation of the experiences of two or more individuals. This information was accurate, to the best of our knowledge, at the time of printing. Labour market information and educational programs are subject to change, and you are encouraged to confirm with additional sources of information when making career, education and employment decisions.

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Working in Alberta

A guide for internationally trained and educated immigrants

Is this guide for you?

Have you obtained your education and skills training outside of Canada? Do you need to make some decisions about your work life? Then this guide could help you get started working in Alberta.

What does the term “internationally educated and trained” mean?

For the purposes of this guide, an internationally educated and trained immigrant is a person who has a professional degree, post-secondary diploma or trade certificate from a country other than Canada. Examples of skilled immigrants include, but are not limited to, people who are accountants, engineers, nurses or carpenters.

How to use this guide

This guide includes basic information on a wide variety of topics, including recognition of international qualifications, the registration and certification process, occupational information, career management, job search skills and the labour market.

Do you want to look for work related to your occupation of training? Are you considering another type of work? Do you know how to present international experience to Alberta employers? This guide has information and tools to help you research your occupation in Alberta, look at other work alternatives and become familiar with the Alberta workplace. By learning more about working in Alberta, you can move closer to your career goals.

Use this guide as one of your starting points. While it covers a wide range of areas, it does not include everything there is to know on the topics presented. Instead, this guide gives an overview of each topic or issue and then refers you to where you can get more information and help. Try to take advantage of the many other resources available to help you—agencies, professional organizations, government departments, websites and publications. If you contact some of the many organizations that can help you, you will probably find it easier to get through this period of transition. You can find contact information in Resources.

Welcome to Alberta guide

If you want more general information about living in Alberta, get a copy of *Welcome to Alberta*. This booklet provides adult immigrants with basic information. It covers topics ranging from accommodation, health care and education to employment, transportation and citizenship. Free copies are available at immigrant-serving agencies and elsewhere. See the Resources section for contact information.

Acknowledgement

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Employment Terms Used in Alberta —Definitions

You may be unfamiliar with some of the terms in this guide and elsewhere.

Here are definitions for some of the more common employment terms used in Alberta.

Apprenticeship—Apprenticeship is a combination of on-the-job training, work experience and technical training. People who want to learn a trade in Alberta must become registered apprentices.

Career—The sum total of your life experiences including education, paid and unpaid work, and community, volunteer and family activities.

Career management—Making informed choices to manage the events of your career. A vital part of the career management process involves gathering information on learning and work opportunities and applying it to yourself and your situation.

Certified—Recognized by a professional association or professional regulatory organization as possessing the appropriate combination of credentials, training and/or experience. Sometimes used interchangeably with “registered” or “licensed.”

Credentials—Documents that attest to the truth of stated facts. Examples of credentials include professional registration certificates, diplomas and degrees.

English as a Second Language (ESL) training—English language training for individuals whose first language is not English. Training is designed to help participants learn English reading, writing, listening and speaking skills.

Immigrant-serving agency—Immigrant-serving agencies offer general settlement assistance including information, orientation, English as a Second Language (ESL) assessments and training, interpretation or translation, and employment and referral services.

Industry—A group of establishments engaged in similar types of activities producing similar goods and services. For example, the construction or health-care industry.

Information interview—Scheduled meeting used to collect information about an occupation, company or industry.

International mutual recognition agreements—Agreements that set out the terms and conditions for recognizing and accepting the qualifications of workers who have been certified or registered in other jurisdictions.

International qualifications—Qualifications and credentials obtained in a country outside Canada.

Job—Set of specific duties for a specific employer. Jobs may be paid or unpaid, part-time or full-time and of short or long duration. “Grade 1 teacher at City School” is a job.

Job or work search—Steps you take to find work or get a job such as networking, résumé writing and interview preparation.

Journeyman—A person who has met all the requirements to be certified in a specific trade, for example, a journeyman plumber. In order to be certified as a journeyman, people must complete on-the-job training, work experience and technical training and pass an exam. This term is used for both men and women.

Labour market—Employers offer jobs or work. Employees offer skills. Together they work for each other’s benefit. Along with economic conditions and other factors, they make up the labour market.

Licensed—Recognized by a professional association or professional regulatory body as possessing the appropriate combination of credentials, training and/or experience. Sometimes used interchangeably with “certified” or “registered.”

Mentor—Person who shares experience, knowledge and wisdom about their occupation. Mentors may help others learn about a particular occupation or about the workplace in general.

Occupation—A group of similar jobs or fields of interest that require specific training or expertise. Sometimes used interchangeably with “profession.” “Teacher” is an example of an occupation.

Occupational language training—Language training that is specific to a particular occupation. Goes beyond basic language training and may include technical terminology.

Profession—A group of similar jobs or fields of interest that require specific training or expertise. Sometimes used interchangeably with “occupation.” “Teacher” is an example of a profession.

Professional association—An organization that represents the interests of its members who practice an occupation or profession.

Professional regulatory organization—A professional association that has been granted authority by the provincial government to protect the public’s interest. Its members are certified to work within a regulatory framework established by government. Professional regulatory organizations have the authority to:

- set initial requirements for certification and the standards of practice
- assess applicant’s qualifications and credentials
- certify, register or license qualified applicants
- discipline members.

Registered—Recognized by a professional association or professional regulatory body as possessing the appropriate combination of credentials, training and/or experience. Sometimes used interchangeably with “certified” or “licensed.”

Regulated—Regulated occupations have legal requirements or restrictions with regard to licensing, certification or registration. They are occupations (e.g. forester, lawyer, nurse and teacher) and trades (e.g. electrician, heavy equipment technician, plumber and welder) that are controlled by law to protect the public.

Trades—Occupations in which standards have been set to promote quality work and skill excellence among tradespeople. Tradespeople are trained through apprenticeship. In Alberta, there are over 50 designated trades and occupations.

Transitional job—A job taken to earn money and gain work experience in Alberta while looking for other opportunities. It can be short term or long term depending on your situation.

Work—The task, job or activities performed to reach a goal. Can be paid or unpaid, short term or long term.

Part 1: Introduction

For many years, people from all over the world have come to Alberta seeking new opportunities and a new way of life. Alberta is a province of immigrants. Alberta is a safe and prosperous place to live, work and raise children. This is due in large part to the contribution of newcomers. Now, as much as ever, Alberta needs people like you to help ensure our province continues to grow and prosper. Alberta needs people with the skills and knowledge necessary to keep our economy strong.

Coping with change

Making the decision to come to Alberta may have been one of the most important and challenging things you have ever done. You and your family may be finding it difficult to adapt to a new province, a new country and a new way of life. You may have already learned a new language.

Now you are learning about living in a new culture, community and society. You may be looking for a job to help support yourself and your family.

Your new life means change. By getting the information and support you need, you can be better prepared to deal with that change. The better prepared you are, the more able you are to take control and make the career decisions and choices that work for you.

If you are having difficulty coping with change, there are organizations that can help. Most phone book white pages include a list of emergency numbers at the front. Look for organizations listed under titles like “social services,” “support network” or “immigrant agency.” You can also contact an immigrant-serving agency to put you in touch with the appropriate agency.

“One of the hardest things about coming to Alberta was leaving behind everything I knew. I did more than cook in Trinidad. When I was younger, I was a track and field star and coached part-time... I knew “thousands of people” but when I came to Alberta I went from ‘hero to zero.’”

Reggie was a cook for 25 years in Trinidad and Tobago before coming to Alberta four years ago

Did you know?

Immigration to Alberta in 2003

Most newcomers to Alberta have high levels of education. In 2003, 42.2 per cent held a university degree (bachelor’s, master’s or doctorate), 4.6 per cent held a trade certificate and 10.8 per cent held a non-university diploma.

(Source: Alberta Learning data using information maintained by Citizenship and Immigration Canada)

“People come here because they want a different life. That is the main reason. Canada is not all about getting a job. Look at the people who came before you. They had a plan. They stayed positive. They enjoyed life. Mental health—it means a lot. I came as a refugee. I would be killed if I went back. Before I came, I captained a ship and worked in business. When I first came, I delivered pizza. When I work with immigrants who are getting discouraged, I ask them if they would go back to their home country. Most say they would not.”

Immigrant who came to Alberta as a refugee and now leads a large organization

Help is available

If you do not find the information you are looking for in this guide, there are many other people, organizations and publications to help you. If you need to talk to someone about your situation or get more information or assistance, contact one of the many resources listed in Part 5: Resources.

Immigrant-serving agencies

Even if you do not think you need the help, contact an immigrant-serving agency as soon as possible after you arrive in Alberta. Most cities in Alberta have at least one immigrant-serving agency. These agencies have staff from a wide range of cultural backgrounds, and services may be available in many languages. In fact, many of their staff are immigrants themselves. Immigrant-serving agencies can give you general settlement assistance

including information, orientation, English as a Second Language (ESL) assessments and training, interpretation or translation, and employment and referral services.

Karl—Building an occupation into a prosperous business

Karl had always wanted to be an architect and when he came to Alberta, he was determined to stay in his profession. As a young man in Poland, he earned his architecture degree at a well-respected technical university. He went to work for a large construction company but for a variety of reasons, he and his wife immigrated to Alberta in the early 1980s.

Despite the downturn in the economy, Karl was able to get work as a draftsman. He was happy to have the work but did not intend to do that forever. He felt fortunate to be working for another architect who advised him to get in touch with his professional association. He learned what he had to do to become a registered architect in Alberta. It meant a lot of upgrading and getting Canadian work experience in some specific areas. He would also have to write a professional exam.

He spent the next several years working and learning about the practice of architecture in Alberta. Karl became involved with his professional community and got to know other architects. He successfully challenged his examinations and earned his registration about eight years after he first arrived in Alberta.

There were times when he wanted to give it all up and find something else. However, Karl feels it was worth the effort. Today—“many late nights and weekends spent working” later—Karl is a partner in his own successful architectural firm specializing in environmentally friendly or “green” buildings. He also volunteers with his professional organization on a number of committees. As Karl says, “It has been difficult but I cannot imagine being anything else but an architect.”



“When we work with immigrants, our process has four components. We offer information, assessment, skills development and bridging programs. The strongest thing about our agency is our approach. We work with our clients as partners. We work together on the employment action plan rather than prescribe what to do.”

Manager at an immigrant-serving agency

Irena—Taking a new career direction

Irena was a French translator and teacher in her home country of Ukraine. When she arrived in Alberta, she was not sure she wanted to teach again and could not find work in translating so decided to look at other options. When she had her qualifications assessed, it was determined that her five-year Bachelor of Education/Bachelor of Arts degree from Ukraine was the equivalent of a four-year Bachelor of Arts degree in Alberta. Irena’s multiple language skills helped her get a job in an office where they needed someone who spoke French. Not only was she able to use her multiple language skills, she was also learning about the Alberta workplace.

Irena eventually got a position that offered an unexpected opportunity. The office accountant left and Irena’s supervisor asked her to do some of the work. She was good at it and enjoyed it so decided to take a business administration diploma with a major in accounting. Irena found out that with her training, university education and other qualifications, she could challenge the professional accounting examination and be eligible for an accounting designation. As she says, “You can always start something new.”

Part 2:

Researching Work in Alberta

This part of the guide has three main sections that include basic information, checklists, exercises and other resources for collecting information and asking questions.

A. Using research to make decisions

B. Researching your occupation in Alberta

C. Researching new work possibilities

Section A discusses the important role that research plays in making work decisions and finding employment. It includes information on where to get work-related information and outlines what you need to consider as you explore the world of work in Alberta. Section B provides tools to help you research your occupation in Alberta. Included in Section C are exercises to help you assess your skills as well as information about how to research new work possibilities.

A. Using research to make decisions

Finding employment is your responsibility

The Canadian workplace may be very different from that of your original country. Even if the Government of Canada has admitted you to Canada as a skilled worker, it does not guarantee that Alberta employers, professional regulatory organizations or provincial government departments will accept your qualifications or your experience. Being qualified to work in Canada does not mean that finding work will be easy. As well, the employment situation in any occupation may change depending on the economy and the supply and demand of workers in a particular industry.

In Canada's and Alberta's labour market, employers decide whether they are going to hire someone. It is also up to individuals to find their own work. Government, some immigrant-serving agencies, and community programs may be able to help with your job search. However, it is ultimately up to you to go through the job search process to obtain employment.

Social Insurance Number (SIN)

Before you work in Canada, you must have a Social Insurance Number (SIN). To get a Social Insurance Number, you will need two pieces of identification (e.g. a birth certificate, passport, Alberta Health Care Insurance Card, or immigration papers).

You must go to a Canada-Alberta Service Centre (CASC) or Human Resource Centre of Canada (HRCC) office and apply in writing. See Government of Canada in the Resources section for contact information.

How research can help you make decisions

One of the first decisions you may have to make is what kind of work you will do first. You will not really be making *one* decision. Rather you will be taking information from a variety of sources—including yourself—and making a *series of decisions*. There is no magic formula for making decisions. However, one way to make decisions is to collect information by doing research and asking questions. Making decisions involves taking what you have learned, evaluating all the factors, coming to some conclusions, making choices and putting them into action.

Be persistent in your research. Do not give up if you do not find all the information you need right away. There are many places and ways to get information.

Why research is such an important investment of your time

Research will take time and effort. In the end, though, you will probably find that it is worth the effort. Taking the time to learn how things work in Alberta *now* will save you time and trouble later.

What you are researching is labour market information

When you research occupational choices and other information related to work, what you are really doing is collecting *labour market information*. Labour market information is the information you need to make decisions about your career direction. It includes information about occupational options, training programs, employment opportunities and industry growth. Labour market information also includes information about the current labour market environment, as well as trends and forecasts about the future.

For example, labour market information could be information about what types of companies or industries are increasing or decreasing their labour force. You can use that information to decide which occupations have good employment prospects now and in the future.

Where to look for labour market information

You can get labour market information from a variety of sources, including websites, resource centres, publications and people. It is a good idea to verify information by consulting more than one source. Following are some of the resources you can use to learn more about the labour market in Alberta.

Do you need access to a computer?

There is a lot of information on the Internet. Do you need to do a job search or other research? Do you want to print your résumé? If you do not have a computer, there are many places where you can use one. Try your local Alberta Human Resources and Employment service centre, public library or Community Access Program (CAP) site. Call the Alberta Career Information Hotline (see the Resources section for contact information) for the AHRE service centre or CAP location nearest you.

Alberta Learning Information Service (ALIS) website at www.alis.gov.ab.ca

The Alberta Learning Information Service (ALIS) is a Government of Alberta website. It has detailed information and links to other resources in three main areas:

- career
- learning
- employment.

The ALIS website has several labour market information sections:

CERTinfo at www.alis.gov.ab.ca/certinfo

Are you wondering what certification or registration requirements you must satisfy before you can work in Alberta? The CERTinfo section of ALIS provides information on occupations that are governed by law in Alberta. It answers common questions about the certification and registration process in Alberta and includes a list of regulated occupations. There is also office contact information.

OCCinfo at www.alis.gov.ab.ca/occinfo

In the OCCinfo section of ALIS, you will find detailed information on over 500 occupations in a set of occupational profiles. Each profile includes information about an occupation's typical duties and responsibilities, working conditions, personal and educational requirements, types of employers and occupational growth and salary ranges in Alberta. If you cannot find your occupation in the OCCinfo profiles, see if you can find a similar or related occupation. For example, a person working in the "panel beater" trade outside Canada may do work similar to the Autobody Technician trade in Alberta.

WAGEinfo at www.alis.gov.ab.ca/wageinfo

If you want to know what jobs pay in Alberta, check out WAGEinfo. It covers over 450 occupations and provides current information on wages and salaries for full-time employees in Alberta. WAGEinfo includes information on geographic area and industry group. It also has information on skills shortages in Alberta.

EDinfo at www.alis.gov.ab.ca/edinfo

EDinfo lists current information on post-secondary level education and training programs in Alberta. EDinfo also has information about distance learning programs in Western Canada, students finance and scholarships.

Labour Market Information Centres (LMICs)

Labour Market Information Centres (LMICs) are located in Alberta Human Resources and Employment service centres in communities across Alberta. They provide information about career planning, occupations, the labour market and future trends. Some LMICs have computers, phones and fax machines you can use for your work search.

Print resources

- The **career and business sections of newspapers** often have articles about economic, industry and business trends. You can also learn a lot about which companies are hiring and what occupations are currently in demand by reading advertisements in the classified section of the paper.
- **Trade or industry magazines** publish articles and advertisements related to a specific field. To find relevant trade publications, ask at your local public library or talk to people in a related professional association or union.
- **Local economic development offices and Chambers of Commerce** often provide information about the current business climate and local opportunities.
- **Libraries** have copies of studies, reports and other documents produced by publicly funded organizations such as Statistics Canada and economic development offices.

Audio, video and electronic resources

- Many **radio stations** broadcast informational programming and talk shows, which can be a source of labour market information.
- In a weekly **television** guide, you will find many potential labour market information sources. Watch shows that relate to your career interests and evaluate the information they provide about the current labour market and future trends.
- **Audiovisual materials** such as compact discs, digital video discs and video cassettes may also contain information that is relevant to your situation.
- The **Internet** also has information on labour market trends. If you do a general search, type in terms like “labour market” and “Alberta” to get relevant websites.

People as resources—Information interviews

Another very useful way to get information about the labour market is to talk to people. When you ask for first-hand information about a particular occupational field, the specific job or required skills and qualifications, it is called an information interview. You can talk to staff at immigrant-serving agencies and Alberta Human Resources and Employment (AHRE) service centres. You can also contact employers who work in your specific field. Contact your professional regulatory organization or professional association for the names of some employers in your community.

With an information interview, you will most likely call a company and ask to speak with a person doing the type of job you are interested in or with the manager of the department. It is a very useful way to get current information from someone who works on the inside of the sector where you want to work. You may have to get comfortable with the idea of *cold calling* someone—phoning someone you do not know and have never met. Remind yourself that information interviews are commonly used by Albertans who are seeking assistance to make career decisions.

“Believe in yourself. Also get as much information as possible. The information will empower you. Seek out an agency that will empower you. If you have an idea of what is really going on, you are prepared and you are ready to persevere. You can be successful here. You have to have drive and commitment to your professional goals.”

Employment counsellor who works with professional immigrants

When you ask for information:

- **Be specific.** Decide what information you need before you ask. This allows people to answer your questions more accurately.
 - **Be prepared.** Bring a list of potential questions with you.
 - **Take advantage of off-peak hours.** Try to talk to people when they are less likely to be busy. They may feel less pressured and have more time to help you.
 - **Make an appointment.** This is especially important if you’re asking for help or for detailed information—for example, what kinds of job opportunities a company might have. Show up at your appointment early or on time.
- **Do not ask for a job.** Most people will be happy to talk to you. However, they will not appreciate being asked for a job.

Sample scripts for information interviews

To prepare for an information interview, write out a script and practice it. Following are some examples of situations and some script ideas you may find useful as you do your research:

Example #1—In-Person Interview

Kristina is trying to find out if any companies are hiring chemists. She has 15 years experience working as a chemist for a large company in Hungary but wants to find out if she can work as a chemist in Alberta. She has already contacted the Alberta professional regulatory organization for chemists and learned what she needs to do to become registered as a Professional Chemist. As part of her continuing research, Kristina is going to talk to some chemical companies about their hiring requirements.

Kristina: Hello, I’m Kristina (include last name). I’m a chemist from Hungary and I would like to ask you a few questions about chemists at this company.

Human resources manager at chemical company: Nice to meet you.

Kristina: First, how many chemists do you employ?

Human resources manager: We now have approximately 90 chemists on staff at this site. We also have about 30 working at our smaller plant.

Kristina: Do you hire chemists based on their training and experience or do you also require them to be registered?

Human resources manager: It depends on the individual's background. We may be looking for a combination of training and work experience. Some people may have trained somewhere else and need to upgrade their skills before we would consider hiring them. Many of our staff are registered members of the Association of the Chemical Profession of Alberta (ACPA).

Kristina: How does your company advertise job openings?

Human resources manager: People send us their résumés directly. Positions are posted on our company website.

Kristina: Here is my business card. May I contact you again if I have any more questions?

Human resources manager: Certainly.

Kristina: Thank you.

Example #2—Telephone Interview

Charles was a veterinarian in China. He wants to talk to the professional regulatory organization. He needs to find out what specific things he has to do before he can be registered as a veterinarian in Alberta.

Charles: My name is Charles Quek. I would like to speak to someone about veterinarians in Alberta. I have just emigrated from China where I worked as a veterinarian. I would like to know what I have to do before I can practice in Alberta. I hope to work in an established clinic for a few years before I open up my own business.

Receptionist: The person you need to talk to is Diane Meeks. Ms. Meeks is not in right now. May I have your name again and your number so I can have her call you?

Charles: Yes, thank you. It is Charles Quek—Q—U—E—K. (spell out your name) My phone number is...

Keeping notes on your research

You will be collecting a lot of information as you research so keep track of everything by writing it down. As you gather information, keep notes about:

- the conversations and interviews you have
- the information you find out
- your ideas, thoughts and feelings about the information you find out
- the contacts you make—names, phone numbers, addresses and other information.

You can create these notes by writing them out in a notebook or binder, on index cards or on a computer.

Research Notes

Babak is researching his trade in Alberta. He wants to find out if there are any job opportunities and what he has to do to become certified to work in his trade. Babak keeps track of the information he collects this way:

Information I need	Who I contacted or where I looked	What I found out	Notes
What do people in my trade do in Alberta?	<ul style="list-style-type: none"> • OCCinfo on ALIS website (www.alis.gov.ab.ca/occinfo) • www.tradesecrets.org 	People in my trade in Alberta do very similar work to what I am used to doing.	There are some tasks I have not performed before.
Do I have to be certified?	<ul style="list-style-type: none"> • www.tradesecrets.org • Alberta Apprenticeship and Industry Training office (called the Alberta Career Information Hotline to find out the address for my local office.) 	<ul style="list-style-type: none"> • Yes, I must be certified. • I will need to have my qualifications assessed. 	<ul style="list-style-type: none"> • In the meantime, is there some other kind of job where I could use my skills?
Who is hiring people in my trade?	<ul style="list-style-type: none"> • ALIS website • Newspaper • Trade workers' union: 1-800-555-8888 	<ul style="list-style-type: none"> • Many companies are hiring. Most are in construction for the oil industry. It depends where I want to work. 	<ul style="list-style-type: none"> • I should decide where I'll look for work when I'm certified. • I can start learning about companies now and how they work so I know who to apply to when I'm certified.

Do you want to know more about researching and labour market information?

Check out these Alberta Human Resources and Employment publications. You can get free copies in Alberta by contacting the Alberta Career Information Hotline (see the Resources section for contact information) or by ordering or downloading a copy from www.alis.gov.ab.ca/careershop

Alberta Careers Update 2004

This book looks at the global and provincial trends affecting Alberta's economy and society. These trends have an impact on occupations in the province and can affect career planning decisions. An Occupational Outlook section includes projections for over 500 occupational clusters.

Finding Out: How to Get the Information You Need to Make the Choices You Want

This book makes information gathering easy. Start with an inventory of your desires, interests, skills and values. Then list career options that match. What education is required? What skills? This book shows you where to look for answers. It has tips and examples of people using research to get their career planning on target.

The Investigator

This publication lists where to find up-to-date career, learning, employment and workplace information.

Making Sense of Labour Market Information

This book provides examples of how to use labour market information when making career, learning or employment decisions.

"Success depends on resourcefulness. Immigrants who are resourceful are the ones most likely to make it back to their occupation."

Counsellor with training institute

B. Researching your occupation in Alberta

Because you got your education and training outside of Alberta, you may not be able to work in your occupation of training right away. Doing what is necessary to work in your occupation of training could be a very time-consuming, expensive and occasionally frustrating process. The benefits may be worth the effort but only you can decide this.

Take time to research how your occupation works in Alberta. Some occupations in Alberta may not exist in your country. Examples include licensed land agents, electrical contractors, combined laboratory and X-ray technicians/technologists. Some occupations in Alberta may have the same names as in your country but have different skills, tasks and responsibilities. For example, someone with an engineering certificate from another country could become qualified as a



tradesperson in Alberta. Some occupations are similar to those in your country but need different qualifications in Alberta. For example, a nanny may do similar tasks to an early childhood educator.

Regardless of your occupation, you must be able to demonstrate to potential employers that you have the knowledge and skills to do the work. Employers often ask to see documents that support what you say about your education, training and work experience. In regulated occupations,

employers also ask for evidence that you have the required licensing, certification or registration. Whatever the case may be, take the time to learn how your occupation works in Alberta.

You may wish to use the worksheets that are included at the end of this section to record the answers to your research. They contain questions that will give you the information you need to know about the way your occupation works in Alberta. *My occupation in Alberta* has questions about regulated occupations in Alberta as well as certification and credential assessment requirements. *Getting work in my occupation in Alberta* contains labour market information questions.

Regulated occupations and trades

Each province in Canada is responsible for setting the standards and education and training requirements for occupations. As a result, there are different standards across Canada. In Alberta, regulated occupations have legal requirements or restrictions. There are controls in place to protect the public. In some regulated occupations, such as pharmacist, engineer or accountant, you must be registered with the appropriate professional regulatory organization. In a regulated trade, such as welder, bricklayer or heavy equipment mechanic, you must be registered with Alberta Apprenticeship and Industry Training (AIT), a division of the provincial government ministry called Alberta Advanced Education. AIT is responsible for administering laws and regulations governing work in the trades.

Regulated occupations in Alberta

The following occupations, arranged by five general industry groups, are regulated in Alberta:

Business, Finance and Real Estate

Accountant—Certified General	Management Consultant
Accountant—Certified Management	Municipal Assessor
Accountant—Chartered	Purchaser
Land Agent	Real Estate Agent/Broker
Land Surveyor	

Engineering, Architecture, Science and Technology

Agrologist	Engineering Technologist
Architect	Forest Technologist
Biologist	Forester
Chemist	Geologist and Geophysicist
Community Planner	Information Systems Professional
Engineer	Interior Designer

Health and Social Services

Acupuncturist	Midwife
Audiologist	Nurse—Licensed Practical
Chiropractor	Nurse—Psychiatric
Combined Laboratory and X-Ray Technician/Technologist	Nurse—Registered
Dental Assistant	Occupational Therapist
Dental Hygienist	Optician
Dentist	Optometrist
Denturist	Pharmacist
Dietitian/Registered Nutritionist	Physician/Surgeon
Emergency Medical Responder	Physiotherapist/Physical Therapist
Emergency Medical Technician	Podiatrist
Emergency Medical Technologist/Paramedic	Psychologist
Hearing Aid Practitioner	Respiratory Therapist
Medical Laboratory Technologist	Social Worker
Medical Radiation Technologist/Therapist	Speech-Language Pathologist
	Veterinarian

Legal, Education and Government Services

Court/Shorthand Reporter	School Business Official
Lawyer	Teacher
Local Government Manager	

Other Occupations

Electrical Contractor	Home Economist/Human Ecologist
Funeral Director and Embalmer	

Regulated trades in Alberta

In a regulated trade, you must be registered with Alberta Apprenticeship and Industry Training (AIT). There are over 50 designated trades in Alberta. Each trade has different training and certification requirements. They are grouped in four categories:

1. *Construction and Related Trades*
2. *Equipment and Appliance Service Trades*
3. *Motor Vehicle Trades*
4. *Other Trades*

1. *Construction and Related Trades*

Boilermaker	Gasfitter—1st Class
Bricklayer	Gasfitter—2nd Class
Cabinetmaker	Glazier
Carpenter	Glazier—Auto Glass Technician
Concrete Finisher	Insulator
Crane and Hoisting Equipment Operator	Ironworker
Conventional Mobile Crane	Ironworker—Metal Building Systems
Heavy Boom Truck	Lather-Interior Systems Mechanic
Hydraulic Mobile Crane	Painter and Decorator
Medium Boom Truck	Plumber
Mobile Crane	Roofer
Tower Crane	Sprinkler Systems Installer
Wellhead Boom Truck	Steamfitter–Pipefitter
Electrician	Structural Steel and Plate Fitter
Elevator Constructor	Tilesetter
Floorcovering Installer	

2. *Equipment and Appliance Service Trades*

Agricultural Equipment Technician	Power Equipment
Appliance Service Technician	Recreational Equipment
Electrical Motor Systems Technician	Turf Equipment
Electronic Technician	Refrigeration and Air Conditioning Mechanic
Outdoor Power Equipment Technician	Transport Refrigeration Technician
Marine Equipment	

3. *Motor Vehicle Trades*

Auto Body Technician	Heavy Duty Equipment Mechanic (Off Road)
Auto Body Prepper	Transport Trailer Mechanic
Auto Body Refinisher	Truck and Transport Mechanic
Auto Body Repairer	Motorcycle Mechanic
Automotive Service Technician	Recreation Vehicle Service Technician
Heavy Equipment Technician	
Heavy Equipment Technician	

4. Other Trades

Baker	Parts Technician
Communication Technician	Power Lineman
Cook	Power System Electrician
Hairstylist	Sawfiler
Instrument Technician	Sawfiler—Circular Sawfiler
Landscape Gardener	Sheet Metal Worker
Locksmith	Tool and Die Maker
Machinist	Water Well Driller
Millwright	Welder

For more information about certification in the trades, visit your nearest Apprenticeship and Industry Training office (see the Resources section for contact information) or visit the website at www.tradesecrets.org

Matthew and Felee— Taking advantage of work opportunities in Alberta

Matthew and Felee, a married couple, both worked as nurses for over 15 years in their home country of the Philippines. They arrived in Alberta just over three years ago after learning that there were job opportunities for nurses. Both had family who had already arrived so they were not worried about being alone. Since English is one of the official languages of the Philippines, their English skills were already excellent. Before coming to Alberta, Matthew and Felee visited the professional regulatory organization's website and learned about the steps they needed to take to get registered in Alberta. For example, they found out that in addition to needing official transcripts from their nursing school in the Philippines, they also had to take a nursing refresher course and write and pass a national nursing examination.

It took some time, hard work and part of their savings to become registered nurses in Alberta, but for both Matthew and Felee, it was worth the effort. Matthew works at a specialized health facility in a community just outside the city. Felee was pleased to get a full-time job at a hospital near her home. Since coming to Alberta, they have met many other people from the Philippines, reconnected with some of their relatives and become involved in the community.

Want information on regulated occupations in Alberta?

Visit the Certification and Registration Requirements for Employment in Alberta (CERTinfo) website at www.alis.gov.ab.ca/certinfo

CERTinfo is a government resource that provides important information about certification and registration of occupations and trades. It also provides descriptions of each regulated occupation in Alberta, including:

- typical duties and responsibilities and where you can find more detailed information about the occupation
- the title of relevant legislation and regulations
- basic education, experience and examination requirements for certification or registration
- contact information for the professional regulatory organization.

Only the occupations listed in CERTinfo are regulated in Alberta.

Registration or certification process

If your occupation is regulated in Alberta, it may take weeks, months, or years to register with a professional regulatory organization or to obtain the certification you need to work in your occupation in Alberta. How long it takes will vary from one occupation to another and from one situation to another. It can also vary depending on the country where you received your training. The standards and requirements can be very different than those in Alberta.

There will also be differences in the steps you must take to obtain your certification or registration. For example, you may have to write examinations, obtain work experience or get additional training or education before you can be certified to work in your occupation in Alberta. If you are certified, it means that the professional regulatory organization recognizes your credentials. However, gaining additional education or attaining membership with the professional regulatory organization or professional association does not guarantee you a job. You then need to find an employer who will hire you.

In some occupations, professional regulatory organizations and professional associations have signed international mutual recognition agreements that make it much easier for members to have their credentials recognized in other countries. As well, some Alberta professional regulatory organizations may allow applicants for registration or certification to challenge examinations or meet other requirements while they are still living outside Alberta. Some occupations also have national examinations.

Contact the appropriate regulatory body or professional organization to find out what the case is for your occupation. If you work in a regulated trade, visit www.tradesecrets.org for information on certification.

Registration costs

Every regulated occupation has different requirements for licensing, registration or certification and related fee schedules. Requirements may include:

- written examination(s)
- oral examination(s)
- language proficiency standards
- a qualifications assessment conducted by the professional regulatory organization or a specified assessment service (see *Qualification assessments* later in this section)
- a period of supervised work experience.

In addition to examination and registration fees, there may be other costs associated with obtaining registration or certification. Contact your professional regulatory organization for more information.

Non-regulated occupations

As mentioned earlier, only the occupations listed in CERTinfo are regulated in Alberta. Most occupations in Alberta are not regulated. You do not have to meet any specific legal requirements to work in non-regulated occupations. Employers set the standards and decide how employees will best meet their requirements. If you are a member of an

unregulated occupation, you may still wish to see if there is a professional organization or association for your occupation. This can help you make connections and in some cases, obtain voluntary certification. You can check out the Internet for some possibilities, or check the yellow pages of your local phone book. Review headings like “organizations,” “associations,” “society,” “institute” or “college.”

Qualification assessments

If you trained outside Alberta and want to be certified, you will need to have your credentials assessed to determine how well you meet the standards for your occupation in Alberta. An assessment involves comparing your qualifications to similar qualifications in Alberta and Canada. Qualifications can include your credentials, training and/or experience and your educational qualifications.

If your occupation is regulated, your professional regulatory organization may conduct its own qualification assessments. But it could also require that you have your qualifications assessed by an assessment service. For more information on qualification assessments, contact an immigrant-serving agency, professional association or professional regulatory organization. You can also see *Assessments of qualifications from another country* in the Resources section.

Sample assessment—Educational qualifications

(This is not an actual assessment nor is it intended to show any real qualifications. It is only an example of what a basic assessment might look like.)

Levels of Achievement Outside Canada

Country	<p>Secondary School Diploma (1992) Ministry of Education Twelve years of combined primary and secondary school education Language of instruction</p> <p>Diploma of Economist (1996) University Four-year university degree program Language of instruction</p>
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Comparable Levels of Achievement in Canada

High School

The Secondary School Diploma generally compares to completion of Grade 12.

Post-Secondary

The Diploma of Economist generally compares to the completion of a four-year Bachelor of Commerce degree.

See the OCCinfo website at www.alis.gov.ab.ca/occinfo for information about occupations, including those that are not regulated. If the name of your occupation is not included in the OCCinfo profiles, look for a similar occupation. For example, if you were a “building scientist” in your home country, try looking under “engineer” and “engineering technologist” to see how the occupations compare.

The Qualification Certificate Program for certification in the trades

The Alberta Qualification Certificate Program provides an opportunity for a person to prove that their skills and experience meet the standards set for trade and Alberta-designated occupational certification in Canada. Individuals who meet industry-established competencies in an Alberta designated trade or occupation are eligible to challenge the Qualification Certificate exam(s) and upon successfully passing the exam(s), receive an Alberta Qualification Certificate or an Alberta Occupational Certificate.

For more information on the Qualification Certificate Program, contact Apprenticeship and Industry Training. For the office nearest you, call the Alberta Career Information Hotline (see the Resources section for contact information) or visit www.tradesecrets.org

The International Qualifications Assessment Service (IQAS)

International Qualifications Assessment Service is a Government of Alberta service. For a fee, it does assessments and issues certificates that show how educational credentials from other countries compare to educational standards in Canada. Employers may use an IQAS assessment to help them understand the educational credentials presented by a job applicant. You can include an IQAS assessment certificate with your résumé when applying for employment. IQAS assessments will not automatically lead to employment but they can help demonstrate your qualifications to Alberta employers.

Prepare your documents to save time and trouble

An assessment of your qualifications can take months to complete. It may take longer if you have problems providing required documents. Make sure you have all of the original or notarized copies of documents you need to have your qualifications assessed, including:

- degrees
- diplomas
- certificates
- employment records
- letters of reference
- official transcripts of marks from educational institutes.

Allow time for any documents that must be translated into English and certified by a translator before they can be assessed.

Additional training or education

You may discover that you need to upgrade your qualifications before you can work in your occupation in Alberta. Your professional regulatory organization or professional association may be able to advise you about suitable training. A career counselling or immigrant-serving agency can also help you identify and select a suitable education program. For example, some immigrant-serving agencies offer computer training, communications skills courses and other training opportunities. In some communities,

the Government of Alberta funds career and employment services specifically for immigrants. However, all Alberta Human Resources and Employment (AHRE) service centres can help. Contact the Alberta Career Information Hotline for more information (see the Resources section for contact information).

Bridging programs

Some community organizations work with educational institutions to offer “bridging” programs to new Albertans seeking work. Bridging programs help immigrants acquire the skills, additional training and other assistance they need to move successfully into the workforce. Some bridging programs are designed for specific occupations, such as engineering. Contact the Alberta Career Information Hotline (see the Resources section) for information on bridging programs in your community.

Rishad—Adapting to change by learning new skills

Rishad was a professional mechanical engineer in his home country of India. Soon after he arrived, Rishad began researching what he would need to do to become registered as an engineer in Alberta. At the same time, he also visited a community agency that helped immigrants. There, he heard about a program that helps immigrants with an engineering background learn new skills so they can become certified engineering technologists. Rishad thought it would be hard not to work in the occupation he was trained for but felt he could at least work in the same field. Rishad was accepted into the program. It took him 10 months, but Rishad has completed the program and is now qualified as an engineering technologist in Alberta. He learned new skills and acquired some Canadian work experience. Rishad has a job lined up and is thinking that he may try to get his professional engineering registration at some time in the future.

Are you concerned about your finances?

Maybe you are taking job-related training or are upgrading your English language skills. You may be wondering how you can support yourself and your family during this time of transition. There are AHRE programs and services that may include loans, grants and other types of financial assistance. Please see Alberta Works information in the Resources section for more information.

Employment Insurance (EI) provides temporary income if you lose your job through no fault of your own and cannot find work. To qualify for EI, you must pay into the EI account through deductions from your paycheque. You must also meet several other requirements. The Government of Canada runs the EI program. To learn more about Employment Insurance, contact a Canada-Alberta Service Centre. See Government of Canada in the Resources section for contact information.

Do you need to learn more about education and training programs in Alberta?

Visit the following websites:

- EDinfo at www.alis.gov.ab.ca/edinfo
- Alberta Works at www.gov.ab.ca/hre/albertaworks

English language requirements

In all skilled occupations, you must be able to speak, read and write in English very well to obtain employment in Alberta. Immigrants who have basic communication skills in English must often upgrade their language skills before they are able to convince employers that they are the best candidates for employment opportunities.

“Learn as much English as you can. When you understand, everything comes easily. You need the language to understand the information. I knew a computer programmer who wanted to do upgrading but what he really needed was language training. He found work cleaning buildings. That was okay for a while. But once he improved his English language skills, he was able to get a job in his field.”

Ed emigrated from Nicaragua 12 years ago

If you want to record information about English language requirements as part of your research, a worksheet is provided following this section.

Assessing your English language skills

You can demonstrate your English language skills by taking part in an interview or by submitting the results of an English language proficiency examination. There are several different examinations that can assess your English language proficiency including those listed below. Different professional regulatory organizations and professional associations may use different tools. Find out which one is accepted before you take an assessment. Examples of commonly used assessment tests include:

- CAEL (Canadian Academic English Language Assessment)
- CELPIP (Canadian English Language Proficiency Index Program)
- CLBA (Canadian Language Benchmarks Assessment)
- IELTS (International English Language Testing System)
- TOEFL (Test of English as a Foreign Language)
- TOEIC (Test of English for International Communication)
- TSE (Test of Spoken English).

Several organizations offer English language assessment services. Contact your local immigrant-serving agency or the Alberta Career Information Hotline (see the Resources section) for information on the assessment services in your community.

Communicating in the technical language of your occupation

You may already have excellent English skills for communicating in everyday life. However, your occupation may have very specific technical terminology. In order to obtain work in Alberta, you will also have to know this terminology. For example, in technical occupations, there may be operating manuals or specific codes that you must know how to interpret. For example, architects must know how to interpret provincial building codes and technical drawings. Check with the professional regulatory organization or professional association for your occupation. They can tell you the English language requirements of your occupation.



Try to speak English as often as you can.

There are conversational, business and technical ways to speak English. By practicing your English in a variety of situations, you can become comfortable using a variety of English language speaking styles.

English language training

There are different types of English language training available. Get your English language skills assessed so you can find out what training will best meet your needs.

Language Instruction for Newcomers to Canada (LINC)

The Government of Canada funds this program for newcomers. You can find out more about LINC through your local immigrant-serving agency, the Language Assessment and Referral Centres (see the Resources section for contact information) or by visiting www.cic.gc.ca/english/newcomer/welcome/wel22e.html

English as a Second Language (ESL)

ESL is English language training for people whose first language is not English. Training is designed to help participants learn basic to advanced level reading, writing, listening and speaking skills. Visit these websites to find out more about ESL programs in Alberta:

- Calgary area www.calgaryimmigrantaid.ca (Click on “services” then “ESL directory.”)
- Edmonton and other select urban centres in Alberta
www.catholicsocialservices.ab.ca/services/immigration.asp
- www.alis.gov.ab.ca/edinfo (Click on “education programs” then enter “ESL” in keyword search.)

Occupational language training

This is language training that is specific to a particular occupation. It goes beyond basic language training and may include technical terminology. Some professional regulatory organizations or professional associations provide occupational language training.

What are the English language requirements for my occupation in Alberta?

You can use this worksheet to record information about English language requirements.

1. What level of English fluency is required for the Alberta workplace in general?

2. What level of English is required for my occupation?

3. What English language proficiency examination does my professional regulatory organization require?

4. Do I need to know more technical English for my occupation?

5. Where can I get my English language skills assessed? (Be sure to include the name, address and phone number and, if applicable, website address.)

6. Do I need more English language training?

7. What type of training do I need? (There are different types, such as Language Instruction for Newcomers to Canada (LINC), English as a Second Language (ESL) and occupational language training.)

8. Do I need help with accent reduction?

9. Where can I get more English language or accent reduction training in my community? (Be sure to include the name, address and phone number and, if applicable, website address.)

To find out more visit these websites:

- Calgary area—www.calgaryimmigrantaid.ca (Click on “services” then “ESL directory.”)
- Edmonton and other select urban centres in Alberta—www.catholicsocialservices.ab.ca/services/immigration.asp
- www.alis.gov.ab.ca/edinfo (Click on “education programs” then enter “ESL” in keyword search.)

My occupation in Alberta

You can use this worksheet to record information about your occupation in Alberta.

1. The name of my occupation in Alberta:

2. Typical duties and responsibilities for my occupation in Alberta:

3. Is my occupation regulated in Alberta? Do I have to be certified before I can work in Alberta?

4. Name of professional regulatory organization or professional association, including contact information (e.g. Association of Professional Engineers, Geologists and Geophysicists of Alberta (APEGGA) or the Alberta Association of Registered Nurses (AARN)):

5. Certification or registration requirements:

6. Do I need to have my qualifications/credentials assessed before I can work in Alberta?

7. Where can I get my credentials assessed? Who provides this service?

8. Cost:

9. How long will it take?

10. Next steps:

Where to find out more:

- www.alis.gov.ab.ca/certinfo
- www.alis.gov.ab.ca/occinfo
- www.tradesecrets.org
- professional regulatory organization
- professional association.

Getting work in my occupation in Alberta

You can use this worksheet to record information about work opportunities in your occupation in Alberta.

1. What industries hire people in my occupation in Alberta? (For a list of industry groupings and related occupational profiles, see www.alis.gov.ab.ca/occinfo)

2. What companies or organizations hire people in my occupation? (Check your local library or Labour Market Information Centre for business directories.)

3. What qualifications and experience do they want?

4. What job titles are in my occupation in Alberta? (e.g. information technology manager, chartered accountant)

5. Is demand for workers increasing, staying the same or decreasing?

6. What are the salaries?

7. What are the opportunities for me to be self-employed in my occupation in Alberta?

Where to find out more:

- www.alis.gov.ab.ca/certinfo
- www.alis.gov.ab.ca/occinfo
- www.tradesecrets.org
- professional regulatory organization
- professional association
- labour market information at www.alis.gov.ab.ca
- information gathering interviews
- newspapers
- other websites.

C. Researching new work possibilities

Choosing a new kind of work

It may interest you to know that many workers in Alberta change their career direction. Rather than staying with one company or occupation, they manage their careers and move as new opportunities arise or interests develop. Their work history might involve different kinds of employment and a variety of employers. Along the way, Albertans use their transferable skills and develop new ones. You may find it difficult to leave behind an occupation that you worked hard to obtain and enjoyed doing. But you may also discover rewards that come from different work.

Research can help you decide

By taking some time to research other occupations in Alberta, you can know what other options are available and make an informed choice about whether or not to pursue a new career path. Researching new work options is similar to researching your occupation of training. For example, you can do research to get answers to questions such as:

- What industries are hiring people with my background and training?
- Which companies are recruiting?
- Which companies have a good record of hiring skilled immigrants?
- What occupations are in demand?
- What are the qualifications for these occupations?
- Am I qualified for these occupations?
- Do I need any additional education or training?
- What are the average annual starting salaries for the occupations I am considering?

Where to find information about other work possibilities

Use some of the same sources you used for researching the labour market and your occupation of training. For example, a good source of information about occupations is OCCinfo at www.alis.gov.ab.ca/occinfo. You can also visit a Labour Market Information Centre or call the Alberta Career Information Hotline (see the Resources section) for information about work.

Whatever sources you use, try to collect all the information you need to make an informed decision.



“Learn to talk about your skills, not your occupation title. Rather than just say ‘I’m a physiotherapist’ you should describe what you can actually do. Learn to talk about the skills that you can use. You can do this whether you’re working at getting registered or looking for a different kind of work.”

Counsellor who works with professional immigrants

Transferring your skills to different work situations

You take your skills with you wherever you go. As you look at new work options, consider what skills you have developed that you can apply to different work. Alberta employers are looking for people who can do more than perform a set of tasks. Yes, employers are looking for people with skills for a specific job. However, they are also looking for people with skills that can be transferred from one job to another. Once you begin working, you may be able to learn the required technical skills, such as how to operate specific equipment, through on-the-job or short-term training. Transferable skills are harder to teach, so employers want to hire people who already have them. Alberta employers are often looking for people who have good interpersonal and communication skills. They want responsible people who can plan, manage their work and solve problems. Employers want people who can work independently or on teams and interact well with others.

Take a few minutes to do the exercise on the next page. If you are able to identify, describe and highlight the employability skills you have already developed, it may help you consider which new occupations might be suitable choices.

Defining your skills—Exercise

Whatever work you do, you can take your skills with you. You can transfer them from one situation to another, from one employer to another, from one occupational field to another. It's important to know your skills when you are considering other work possibilities.

The following is a list of skills that Canadian employers value most. Read the list and check off those you can do well.

Fundamental Skills

The skills needed as a base for further development.

Communicate

- Read and understand information presented in a variety of forms (e.g. words, graphs, charts, diagrams)
- Write and speak so others pay attention and understand
- Listen and ask questions to understand and appreciate the points of view of others
- Share information using a wide range of information and communications technologies (e.g. voice, e-mail, computers)
- Use relevant scientific, technological and mathematical knowledge and skills to explain or clarify ideas

Manage Information

- Locate, gather and organize information using appropriate technology and information systems
- Access, analyse and apply knowledge and skills from various disciplines (e.g. the arts, languages, science, technology, mathematics, social sciences and the humanities)

Use Numbers

- Decide what needs to be measured or calculated
- Observe and record data using appropriate methods, tools and technology
- Make estimates and verify calculations

Think and Solve Problems

- Assess situations and identify problems
- Seek different points of view and evaluate them based on facts

- Recognize the human, interpersonal, technical, scientific and mathematical dimensions of a problem
- Identify the root cause of a problem
- Be creative and innovative in exploring possible solutions
- Readily use science, technology and mathematics as ways to think, gain and share knowledge, solve problems and make decisions
- Evaluate solutions to make recommendations or decisions
- Implement solutions
- Check to see if a solution works and act on opportunities for improvement

Personal Management Skills

The personal skills, attitudes and behaviours that drive one's potential for growth.

Demonstrate Positive Attitudes and Behaviours

- Feel good about yourself and be confident
- Deal with people, problems and situations with honesty, integrity and personal ethics
- Recognize your own and other people's good efforts
- Take care of your personal health
- Show interest, initiative and effort

Be Responsible

- Set goals and priorities balancing work and family life
- Plan and manage time, money and other resources to achieve goals
- Assess, weigh and manage risk
- Be accountable for your actions and the actions of your group
- Be socially responsible and contribute to your community

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Be Adaptable

- Work independently or as part of a team
- Carry out multiple tasks or projects
- Be innovative and resourceful: identify and suggest alternate ways to achieve goals and get the job done
- Be open and respond constructively to change
- Learn from your mistakes and accept feedback
- Cope with uncertainty

Learn Continuously

- Be willing to continuously learn and grow
- Assess personal strengths and areas for development
- Set your own learning goals
- Identify and access learning sources and opportunities
- Plan for and achieve your learning goals

Work Safely

- Be aware of personal and group health and safety practices and procedures and act in accordance with these

Teamwork Skills

The skills and attributes needed to contribute productively.

Work with Others

- Understand and work within the dynamics of a group

- Ensure that a team's purpose and objectives are clear
- Be flexible: respect, be open to and supportive of the thoughts, opinions and contributions of others in a group
- Recognize and respect people's diversity, individual differences and perspectives
- Accept and provide feedback in a constructive and considerate manner
- Contribute to a team by sharing information and expertise
- Lead or support when appropriate, motivating a group for high performance
- Understand the role of conflict in a group to reach solutions
- Manage and resolve conflict when appropriate

Participate in Projects and Tasks

- Plan, design or carry out a project or task from start to finish with well-defined objectives and outcomes
- Develop a plan, seek feedback, test, revise and implement
- Work to agreed quality standards and specifications
- Select and use appropriate tools and technology for a task or project
- Adapt to changing requirements and information
- Continuously monitor the success of a project or task and identify ways to improve

(Source: Employability Skills 2000+, Conference Board of Canada)

My main skills

Look over the skills you have checked in the *Defining your skills* exercise. On a separate piece of paper write down:

- the 10 skills you do best
- the 10 skills you enjoy doing most
- the 10 skills you would like to or need to further develop.

Now you can link your skills and qualifications with the occupational research you have done as well as opportunities that might interest you. Use the following worksheet as you think of how you can use different groups of skills for different kinds of work. Consider ways to apply familiar skills in new ways.

Take the time to become more aware of your skills. People who can adapt their skills to a variety of work situations often find it easier to move in new career directions.

Considering new work possibilities

Use this worksheet to record information as you consider different work options.

	Name of new occupation I am considering			
	1	2	3	4
Qualifications and skills required by the occupation I am considering (Use information from OCCinfo and elsewhere)				
My relevant qualifications and skills (Use information from <i>Defining your skills</i> exercise)				
Am I qualified? (yes, no, maybe)				
What additional education or training do I need? (e.g. ESL or computer training)				
Am I willing to consider this type of work? (yes, no, maybe)				

Where to get this kind of information:

- Alberta Career Information Hotline
- AHRE print publications
- www.alis.gov.ab.ca/occinfo
- www.alis.gov.ab.ca/edinfo
- www.alis.gov.ab.ca/wageinfo
- www.tradesecrets.org

Informed decisions consider the facts and more

The information you collect during your research will help you make decisions and take action. You will probably spend considerable time looking at new work choices and weighing your options. As you go through this process, look beyond the facts. Consider your family situation as well as your own feelings and attitudes. For example:

- How would you feel about leaving your occupation of training?
- How would you feel about trying something new?
- What new challenges and opportunities would this new occupation provide?
- Will this new occupation help you move closer to your goals?
- How would your decision affect your family?
- What other factors will affect your choices? (e.g. finances, age, transportation)

If you consider more than the facts, you may be more comfortable with your decisions.

Do not be too concerned if you cannot make a decision about choosing a new occupation right away. The process of managing your career in today's changing world can be complicated. There is not one "right" occupation for you. Rather, there are many interesting occupations you could feel satisfied working in. Be curious and open so you can consider new possibilities as they arise. Look for chances to apply your skills and experience in new ways.

Do you want to know more about changing your career direction?

You can get free copies of the following AHRE publications by contacting the Alberta Career Information Hotline (see the Resources section) or by visiting www.alis.gov.ab.ca/careershop

Multiple Choices: Planning your career for the 21st century

This book will help you become comfortable with your choices. It gives you the career building knowledge and skills you need to make decisions more easily. Practical exercises help you clarify your dreams, identify your skills and assets and recognize attitudes and beliefs.

Skills Plus Handbook: Discovering your personal career assets

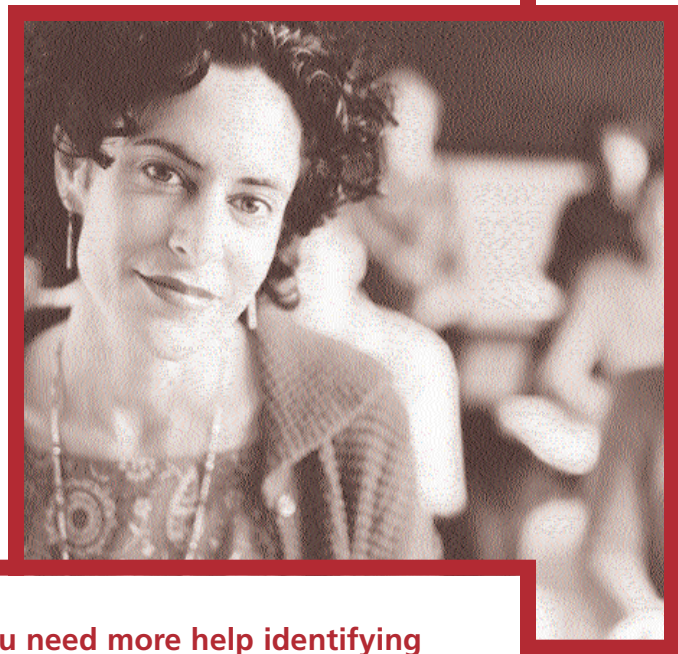
This book will help you adapt in today's world of work. Read about the skills employers are looking for and work on written exercises that will help you identify your own strengths. This book includes suggestions for keeping track of your skills and ideas for packaging your career assets to suit your current needs.

Isabel—Using employability skills to move forward

With a six-year university degree and a background in teaching and economics in Guatemala, Isabel worked in a day-care centre not long after she arrived in Alberta. She was glad to earn the money to support her children but missed her former job where she worked with university students.

Isabel continued to work in a variety of transitional jobs. She was beginning to wonder when she was ever going to get back on track and start using her education again. The turning point came when she met a human resources manager during an interview for a cleaning job. Instead of hiring Isabel, the manager told her she was overqualified and encouraged her to pursue her occupation. She told Isabel, "If you get this job, you'll stay for the rest of your life." Isabel was surprised at the time but now sees it as a positive event. She did work as a child care provider again but started to actively pursue getting back to her field of training. Isabel took part-time computer courses and grammar training. She also saw counsellors and learned how to revise her résumé, write cover letters and start looking for new employment opportunities. Isabel also continued to improve her English language skills.

After progressively more responsible positions, hard work, persistence and a bit of luck, Isabel now works as an employment counsellor. Her job combines everything she had learned before and more. Over the years, she has taken countless workshops, short-term courses and training from employers to be employable.



Do you need more help identifying your skills?

There are people, resources and services available to help you identify your skills. There are publications that can help you do this in detail. Some immigrant-serving agencies include skills exercises in their career programs. Contact the Alberta Career Information Hotline (see the Resources section) for more information.

Part 3:

Finding Work in Alberta

In this part of the guide you'll find three main sections with information and tools to guide your work search and help you market yourself to Alberta employers.

A. Make connections by networking

B. Ways to get Canadian work experience

C. Tools for finding work

Whether you are considering a new career path, working in a transitional job or on your way to getting your certification, the examples, checklists, ideas and other resources will support your search for employment.

Section A discusses the importance of networking as a way to find work. Section B suggests a variety of ways to start building Canadian work experience, including transitional jobs and volunteering. Section C presents an overview of résumés, cover letters, references, portfolios and job interviews.

“Look beyond your immediate community and get integrated. You should get information from people who know. Just because someone else in your community could not get certified or could not get the work they wanted does not mean you cannot. It is very individual. This is a country where there are lots of resources. Friends and family are just one area.”

Immigrant who has been both a counsellor and a policy analyst

A. Make connections by networking

Networking: Making positive connections through people

One of the most effective ways to find work in Alberta is networking. Through networking, you can get support for your job search. More importantly, you can learn about job openings, especially those that are not advertised or made public.

What is networking?

Networking is an organized way to make links from the people you know to the people they know. It is a process of linking contacts together to form a “net” of personal contacts that can provide support and information.

Networking involves asking people for advice, information and referrals to others. You can network anywhere and any time you are talking to people. Your circle of friends, acquaintances, counsellors and advice-givers can help you connect with many others who may be able to help you find the information you need.

How do you network when you are new to Alberta?

There are many ways to network, both formal and informal. Ease into it by talking to the people around you. Maybe it is the other parents sitting beside you at your child's school event. Or perhaps there is a coffee gathering at your place of worship. Your new neighbour may work in an industry or occupation that interests you or may know someone you should talk to. You will never know until you ask.

People whose work involves a lot of contact with other people can be particularly helpful. Get to know your community and the people in it. Teachers, counsellors, religious leaders, health-care professionals and community leaders are good possibilities. Be sure to talk to anyone you know in these fields and tell them about your skills and work search. They may have heard about a job opening and you could be the right person for it. Visit an immigrant-serving agency as soon as you can to make connections to other people in the community.

Who is in your network?

On a sheet of paper, list all of the people you know. Do not worry about how well you know them. Write down what you know about each person. Include their contact information such as address, phone number and e-mail address. You can even make a note of how you know them, for example "Gina's friend." If you know, also write down what they do for a living. This list can help you identify possible contacts for use later on. Keep adding to the list as you meet more people. You will soon have a long list of people in your network.

Networking tips

- Tell anyone and everyone that you are looking for career and employment information and/or job leads. Do not ask them for a job. Ask your friends, relatives and acquaintances to stay aware of any opportunities that might interest you.
- Review your list of all the people you know. Decide which ones to contact first. Have a business card made up that briefly describes your qualifications. Include your name, telephone and fax numbers, and e-mail address.
- Make your information request specific. Tell people exactly what you need to know and describe the type of people you need to meet. Describe the kind of job you are looking for and your qualifications.
- Ask for referrals. If the people you speak to do not have the information you need, ask them to refer you to others who might.
- Keep at it. If your contacts do not have the information, ask if they know anyone else who does.

"My advice to new immigrants trying to get work? Get out and network with as many different kinds of people as you can. There are so many places you can network. With others who work in the same occupation as you, with people who are from the same country, with your cultural group, with people in your neighbourhood. If you have school-age children, get to know the other parents. You never know who they know."

Kathryn, a physician who immigrated to Alberta from South Africa 15 years ago

Telephone (780) 555-9999

E-mail xxxx@xxx.xx

Mahmud al-Ahmed
Professional Draftsman

Contract, Temporary or Part-time work • Excellent rates • AutoCAD • Accurate and efficient

Using business cards as a networking tool

When you talk to people, give them a business card. This way they can contact you if they hear something that might be helpful to you. Business cards are a way to show you are serious about promoting yourself. You can create business cards on a computer at home. For a more professional look, have business cards printed at an office supply store that will print a large number of cards for a reasonable price.

Alexandra—The power of networking

Alexandra emigrated from the United States to Alberta because her new husband has family here. Before she arrived, she had a two-year diploma from a business college and was well on her way to a successful career in banking. She had already received her Canadian residency card and Social Insurance Number (SIN), which legally entitled her to work in Alberta. Alexandra was anxious to start work. Happily, that's when an opportunity arose. Her husband's aunt regularly attended an exercise class and asked Alexandra if she wanted to come along for some recreation and to meet some other women. Alexandra was a bit nervous but agreed. Not only did she enjoy the socializing and exercise, she also learned that one of the other women worked for a local bank. Alexandra mentioned that she was looking for work and the bank worker said she'd give her name to her bank manager. She also gave the manager's name to Alexandra to use in her cover letter. A few days later, Alexandra talked to another woman in the class. She offered to help her write her résumé and cover letter. Alexandra made changes to these documents and included them with her application form to the bank. She got an interview and was hired about two weeks later.

Through her husband's aunt, Alexandra created a network for herself by talking to many different people and making new connections. She was nervous at first but realized that people are usually happy to help and share their expertise. Now that she has a job, Alexandra plans on making more connections and building her networking skills. She's also looking forward to a time when she can help someone else with their networking.

B. Ways to get Canadian work experience

How do you get Canadian work experience?

One of the biggest challenges newcomers face in the labour market is getting Canadian work experience. You may find yourself thinking, “I cannot get a job because I have no Canadian work experience. But I cannot get work experience because I cannot get a job.”

Yes, many employers are looking for people with Canadian work experience. It can be difficult to get work experience, especially if your English skills need improvement or if you do not know very many people yet. However, there are ways to start building your Canadian experience.

Work in Alberta happens in many ways

If you are open to many possibilities, you may find it easier to obtain work in Alberta. There are many different work arrangements that have become increasingly common in today’s workplaces, including the following:

Full-Time Employment

Working for a single employer for more than 30 hours a week.

Part-Time Employment

Working for a single employer for less than 30 hours a week.

Job-Sharing

Two or more people sharing the same job for the same employer. Each person works part-time.

Self-Employment

Developing, producing and marketing services in a one-person operation.

“You have to have realistic expectations and plans. If you come in as an engineer, do not expect that your first job will be as an engineer. This is a new country. You have to be realistic about your expectations for employment and where you are going to start and where you are going to end up.”

Counsellor who is also an immigrant

Transitional jobs: Earn money and start building your Canadian work experience

More likely than not, you will begin your time working in Canada in a transitional job. A transitional job can be best described as a job you need to earn money while you are looking for other opportunities. Maybe you have decided to get Alberta certification in your occupation of training, but that’s going to take some time. In the meantime, you still need to pay your bills. A transitional job—or jobs—can help you get through this period of change. Transitional jobs may seem like a step down from your former type of work. But they are often an important part of the settlement process for many immigrants. It may not seem like it, but a transitional job can do more than just help you meet your basic needs. Transitional jobs can also lead to unexpected work opportunities.

A qualification assessment may help in your search for a transitional job.

Employers may use a qualification assessment to help them understand the educational credentials presented by a job applicant. You can attach an assessment certificate to your résumé when you apply for employment. Qualification assessments will not automatically lead to work but they can help demonstrate your qualifications to Alberta employers.

Advantages of transitional jobs

Transitional jobs can have some real advantages. A transitional job can help you:

- get Canadian work experience
- get yourself known to employers who may have other jobs later on
- learn more about other work opportunities in a particular industry
- learn about Canadian workplace culture
- meet other people in the workforce and build up your network of contacts
- make new acquaintances and friends
- earn the money you need to care for yourself and your family
- improve your professional and conversational English skills.

A transitional job can also help you impress employers. If you are already working and have proven yourself, employers may be more willing to hire you than hire someone who is unemployed.

Oscar—A transitional job can lead to a new direction

Oscar was a business school graduate who managed a large food processing plant in his home country of the former Yugoslavia. He had tremendous responsibilities but often felt like he had little or no control over his daily work. When Oscar first came to Alberta, his first job was as a manager for an apartment building. He intended to work his way back into administration and only intended to stay at his job until a better opportunity arose. He was going to take business courses at night and improve his English skills. He took several English upgrading courses but not the business classes. Somewhere along the way, Oscar discovered that he liked being a building manager. Not only was he more independent and less stressed, but he was also able to solve problems daily and interact with many different people.

Oscar has been the building manager for six years and is much more satisfied than he was in his former occupation. Because he was open to new possibilities, Oscar turned a temporary solution into a positive change.

Volunteer to get experience and make connections

Another way to start getting Canadian work experience is to volunteer. Volunteering is a well-established and valued part of life in Alberta. People from all kinds of backgrounds give their time and skills to help others. It may seem like you cannot afford the time to volunteer. After all, you do not get paid to volunteer. You are busy settling in Alberta and are already spending a lot of time doing other things. Try to think of volunteering as an investment in yourself as well as others. You can help other people by giving your time and you can also help yourself.

Volunteering can help you:

- get valuable Canadian work experience to put on your résumé
- demonstrate the skills you already have
- practice your English language skills
- learn new skills
- meet people and make connections that may help you get paid work
- try career ideas by working in fields that interest you
- demonstrate your maturity to future employers
- gain confidence in your abilities
- get a Canadian work reference.

There are many organizations that use volunteers to get important work done, including:

- community organizations and groups
- cultural organizations
- volunteer centres
- immigrant-serving agencies
- places of worship
- schools and other educational institutions
- hospitals and health authorities.

Look around your community for opportunities to volunteer. You never know where it may lead!



George—Volunteering to build Canadian work experience

George recently arrived in Alberta from the United States after growing up in Venezuela. He needed Canadian work experience but was not sure where to start. He talked to his counsellor at an immigrant-serving agency and she suggested that he volunteer. Given his educational background in business, his skill with numbers and forms and the fact that his English language skills were excellent, the counsellor thought that George would enjoy volunteering to help people prepare their tax forms. George took a short training course that helped volunteers learn the rules. Under the supervision of the program manager, he spent about a month helping people fill out their income tax returns. He was not paid but met some new people, had fun and got some work experience to put on his résumé. George also felt good knowing his volunteer skills helped people.

Do you want to know more about volunteering?

Obtain a free copy of the following AHRE publication by contacting the Alberta Career Information Hotline (see the Resources section) or by visiting www.alis.gov.ab.ca/careershop

Volunteering: How to build your career by helping others

This book describes the many benefits volunteering offers people as a career-building strategy for gaining experience, adding new skills, making contacts and researching career ideas.

Self-Employment: Is it for you?

In some occupations in Alberta, most people are self-employed. For example, many dentists, lawyers, optometrists and physicians set up professional corporations or join partnerships and operate their practices as businesses. People certified in a trade often go into business for themselves and offer services related to their trade. A certified electrician might start an electrical contracting company or a carpenter might start a home renovation business. In other occupations, relatively few people are self-employed. For example, most chemists, foresters, medical laboratory technologists and nurses work for publicly funded institutions or private companies. Other newcomers to Alberta start completely different businesses.

Need help deciding?

If you are interested in starting a business in Alberta, check out the Self-Employment section of the ALIS website at www.alis.gov.ab.ca. You can also read the AHRE publication, *Self-Employment: Is it for me?* This free publication outlines the benefits and challenges of self-employment and examines the motivation, skills, traits and background of successful entrepreneurs. You can get a free copy by contacting the Alberta Career Information Hotline (see the Resources section) or by visiting www.alis.gov.ab.ca/careershop

Some immigrant-serving agencies offer workshops or other assistance for immigrants who may want to start a small business. Check with the agency in your community for more information.

C. Tools for finding work

“Visible job market” versus “hidden job market”

The visible job market includes jobs advertised in local newspapers, job boards and other publicly accessible places. The challenge in finding work is that most jobs are part of the hidden job market; that is, they are not advertised. In fact, some people say that about 80 per cent of positions are never advertised in a newspaper or anywhere else. People who use creative means to find work often find they are more successful than those who stick to just a few work search methods.

We have talked about the importance of networking in job search. There are several other tools you can use to promote yourself, your skills and your qualifications to employers. You are probably familiar with most of these tools. Maybe you have used them in a different way. Some may be completely new to you.

Where to look for information about jobs

There are many places to find information about jobs. A great place to start is the Alberta Learning Information Service (ALIS) website at www.alis.gov.ab.ca. ALIS is a gateway to career, learning and employment information in Alberta. You can also check the career section of newspapers, organization websites, government websites and employment agencies. There are also job posting websites that are run by private companies.

In Part 2 of this guide, we talked about labour market information. Labour market information includes information about jobs. Use some of the same resources you used during your research to find out about work opportunities.



Résumés

A résumé is a typed summary of your qualifications and work experience that quickly draws an employer's attention to your education, skills and experience. It is a marketing tool designed to get you invited to an interview. In Alberta, it should include the following information:

- your name and address (including postal code), e-mail contact and a telephone number where you can be reached during the day
- statements about your skills and accomplishments
- names and addresses of former employers, dates of employment and duties performed
- names and addresses of schools and training institutions you have attended, dates of attendance and credentials earned
- names, position titles, addresses and telephone numbers of people who are willing to provide references for you.



Translations

You may have to include copies—or in some cases originals—of your credentials with your résumé. If they are not in English, have these documents translated well in advance of applying for any positions. Translations can take days, weeks or even months depending on how busy a translation service is or how complex your information is.



Sample résumé—Before and after

On the following pages are two sample résumés. They do not belong to a real person. One is a résumé as it looked “before,” that is, when a skilled immigrant—in this case a mechanical engineer—first arrived in Canada. The second sample is how the résumé looked “after” the individual learned how to prepare a résumé for an Alberta employer. These “before” and “after” résumés are examples only. However, they help demonstrate how international résumés can be changed to better demonstrate skills and experience to Alberta employers.

Take a look at the two résumés. Using the previous résumé checklist as a guide, answer the following questions:

- How well does the first résumé meet the typical requirements of an effective résumé in Alberta?
- How well does the second résumé meet these requirements?
- Can you see what is different?

Résumé #1

BEFORE (used outside Canada)

NAME: _____

Registered Mechanical Engineer

Registration No.:

Mailing address: Apt 99, 123 Main Street, Home city and country

Tel. No. 12345657-89 (Home country phone number)

Position Applied:

photo

PERSONAL DATA

Birthplace	Home city, territory/province/state/country
Age	32 years old
Sex	Male
Nationality	Filipino
Civil status	Married
Birthdate	April 14, 1973
Spouse's name	Corazon
Religion	Roman Catholic
Height	5' 10"
Weight	162 lbs

EDUCATIONAL BACKGROUND

Level	Name of school	Date Grad.	Course
College	Institute	April 1994	BSME
Secondary	High School	1989	
Elementary	Elem. School	1985	

GOVERNMENT EXAMINATIONS TAKEN

	Date taken	Rating	Rank
ME Exam	October 1995	86.5%	15th place

TRAINING ATTENDED

Computer Aided Design 1	Institute
Refinery Oil Movement Course	Company

RÉSUMÉ OF WORK EXPERIENCES

Position: Piping Engineer
Company: Engineering Co. Ltd.

Inclusive Dates
February 16, 1998
to May 12, 2000

Project
Total Desert Development
Area, Country

Duties & Responsibilities
Supervise the sub-contractor shop pre-fabrication works of pipe spools/pipe supports.

Position: Piping Supervisor
Company: Industrial Co. Ltd.

Inclusive Dates
March 23, 1997
to December 22, 1997

Project
Co-generation power plant
Area, Country

Duties & Responsibilities
Supervise/implement (shop pre-fabrication and field installation) piping works.

Position: Field Mechanical Supervisor
Company: Construction and Development Corporation

Inclusive Dates
February 16, 1996
to January 12, 1997

Project
Power Plants Project
City, Country

Duties & Responsibilities
Supervise the fabrication and installation of piping for fire protection and plumbing. Work with client regarding pipe routing variations.

Position: Field Supervisor
Company: Construction Corporation

Inclusive Dates
November 12, 1994
to December 12, 1996

Project
Area Telephone Development Program (30 sites)
City, Country

Duties & Responsibilities
Supervise the installation of water supply and plumbing system.

Résumé #2

AFTER (rewritten for Alberta employers)

YOUR NAME

#123, 11111-ABC Street • Anywhere, Alberta • Postal Code • Telephone: (403) 555-1234 • e-mail address

Employment Objective: To obtain a position as a Piping Drafter

Summary of Achievements and Qualifications

- Alberta mechanical engineering technologist graduate of re-qualification program for internationally trained mechanical engineers
- Six (6) years professional work experience in construction industry (power/petrochemical plants); work included project field supervision and engineering of large and small projects
- Technologist in Training Member of Alberta Society of Engineering Technologists (ASET)
- Appropriate knowledge of codes and standards including ASME XIII, API 650 and TEMA
- Confident with Microsoft Office 2000 (Word & Excel) and AutoCAD 2000 (including 3D solid drawings)
- Dependable, motivated and organized hard worker who learns new procedures quickly, meets schedules and able to work under extreme time pressure
- Excellent communication skills, patient and tactful when dealing with difficult situations

Relevant Employment History

1998–2000 **Piping Engineer** Engineering Co. Ltd.
Total Desert Development
City/Area, Country

- Worked as member of the Project Management Team (pipe spools and pipe support section)
 - responsible for controlling and overseeing the subcontractor fabrication work activities to ensure the availability and correctness of fabricated materials as it will be required in the field for erection
- Involved in the implementation of major piping works equivalent to about 77,000 kg. of fabricated pipe supports and more than 120,000 dia-inch of weld joints

1997 **Piping Supervisor** Industrial Co. Ltd.
Cogeneration Power Plant
City/Area, Country

- Designed installation/erection of carbon/stainless steel and alloy piping into the pipe-racks/mechanical equipment

page 1 of 2

1996–1997

Field Mechanical Supervisor

ABC Construction &
Development Corporation
Power Plants Project
City / Area, Country

- Led a team of 35 people in the early completion of piping fabrication and installation works in the simultaneous construction of four (4) separate geothermal power plants, ranging from 15–30 megawatts (MW) capacities
- Designed lifting gear used in the safe and successful rigging/mounting of the 70,000 kg. EGCT steam turbine set from the flat bed trailer to its foundation and was commended by the client

1994–1996

Field Supervisor

Construction Corporation
Area Telephone
Development Program
City / Area, Country

- Installed all piping works in simultaneous and fast-paced construction of 30 telephone buildings in six areas

Education and Continuing Professional Development

January–October 2003

Graduate of special integration program for engineers

Main subjects include: Productivity Improvement, Introduction to Design, Machine Design, Hydraulics, AutoCAD 2000, Technical Vocabulary and Professional Communication

1989–1994

Technology Degree in Mechanical Engineering

ABC University
City, Country

References

The two individuals below will provide an immediate reference. Additional reference names and letters of reference are available upon request.

John X (P. Eng.)
Institute of Technology
Mechanical Engineering Technology Instructor
Telephone: (403) 555-4446
E-mail address:

Angela X
Immigrant-serving agency
Telephone: (403) 555-4445
E-mail address:

page 2 of 2

How do the before and after résumés compare?

The following table shows some of the major differences between the two résumés. There are also other differences but these are the most important ones. Did you notice these differences? What might you do differently with your own résumé?

Résumé #1 (Before)	Résumé #2 (After)
<ul style="list-style-type: none"> It is very difficult to see what the individual actually did or what he wants to do. Information is spread throughout the résumé. 	<ul style="list-style-type: none"> Qualifications are listed in a new section called Summary of Achievements and Qualifications. It is right at the beginning of the résumé so employers will see it right away.
<ul style="list-style-type: none"> Includes personal information on age, marital status, religion, etc. Also includes a personal photograph. 	<ul style="list-style-type: none"> Because of Alberta human rights laws, personal information on age, marital status, religion, height, weight, etc. has been omitted. The photograph has also been removed.
<ul style="list-style-type: none"> Has no employment objective. 	<ul style="list-style-type: none"> Includes Employment Objective as a simple statement.
<ul style="list-style-type: none"> Employment history is listed at the end. Position descriptions are vague. 	<ul style="list-style-type: none"> Employment History is listed right after Summary of Achievements and Qualifications Position descriptions are more detailed and include actual skills using action words such as “led,” “designed” and “worked.”
<ul style="list-style-type: none"> Lists all academic background from kindergarten through university. Located at beginning of résumé. 	<ul style="list-style-type: none"> Unnecessary educational information about elementary and high school has been omitted. Only lists the most relevant educational background and is included toward end of résumé. Includes professional development taken in Canada.
<ul style="list-style-type: none"> Does not list any references. 	<ul style="list-style-type: none"> Includes Canadian references.

There is some information that you do not have to give employers

The Alberta Human Rights and Citizenship Commission (AHRCC) says that no employer can require a job applicant to provide any information concerning race, religious beliefs, colour, gender, sexual orientation, physical disability, mental disability, age, ancestry, place of origin, marital status, source of income, or family status.

In Alberta, you do not have to include this information in your résumé or job application form. As well, a potential employer cannot ask you to give this information during a job interview. To contact the Commission, see the Resources section.

What do Alberta employers look for in a résumé? Your Résumé Checklist

Use this checklist as you prepare your résumé. Ask yourself if your résumé meets these standards. If it does not, keep working on it until it does. Most employers only take a few seconds to look at a résumé for the first time. You do not have long to make a good impression!

- Is it written specifically for the position you are applying for based on the research you have done?
- Does it name the skills you have related to the position?
- Is it short and to the point? (Busy employers will not take the time to read through a lot of information.)
- Have you listed your name, address (including postal code), e-mail address, and a telephone number where you can be reached during the day? (*Do not include a photograph or information such as height, weight, sex, or state of health. Also, do not put the title *Résumé* at the top, or date or sign your résumé.*)
- Is it well organized and readable? Do key points and headings stand out? Is your eye drawn immediately to the information you want employers to notice first—your most relevant accomplishments and achievements?
- Have you described how your work benefited your former employers? (e.g. you improved sales by a certain percentage, you made procedures more efficient, you developed an innovative program or you completed all your projects on schedule)
- Is the language clear, simple and concise? Does every statement emphasize a skill or ability? Have you eliminated unnecessary words or sentences?
- Is all of the information relevant and positive? (**Never** include anything negative.) Does everything you say about your qualifications relate to the requirements of the type of work you are applying for?
- Does every item start with an action verb? (Avoid the pronoun “I” and inexpressive phrases such as “I was responsible for...” or “My duties involved ...”)
- Is the information accurate? (Do not exaggerate or misrepresent yourself—most employers check. On the other hand, do not sell yourself short by being too humble.)
- If you have listed your references, can they verify the skills you have chosen to emphasize? (Always find out if the people on your list are willing to provide a positive reference **before** you distribute your résumé.)
- Are you sure there are no spelling, grammar or typing errors? (It is always a good idea to ask someone to proofread your draft.)
- Is it printed on good quality white or off-white standard, business-size bond paper? Are the margins at least one inch wide?
- Does it look professional and inviting to read? Are items listed in point form? Is there lots of white space on the page?

References

Most Alberta employers will not contact a reference in another country, so try to include the name of a Canadian reference. If you volunteer, your reference could be whoever is in charge of volunteers. If you work in a transitional job, your supervisor could be your reference. If you took a training program, your instructor could provide a reference. Your counsellor at an immigrant-serving agency could also act as a reference. Make sure you have their permission before you use their name.

You may want to attach a copy of a letter of reference from an employer outside Canada if it supports the work you are applying for. Be aware, however, that most Alberta employers give more weight to a reference they can talk to rather than a letter. It is not recommended that you use personal friends or family as your references.

Cover letters

A résumé in Alberta should always be accompanied by a cover letter. You use a cover letter to attract an employer's attention and tell them why you are right for the job or organization. Cover letters are a typed formal business letter that should be no longer than about three or four paragraphs. Cover letters talk about your strengths and what makes you a good candidate for the job. Cover letters do not repeat what is in a résumé.

What do Alberta employers look for in a cover letter? Checklist

Use this checklist as you prepare your cover letter.

- Clearly identify the job you are applying for and state how you learned about it (for example, "Carl Jones, your Manager of Customer Service, suggested I write to you about..."). If you are responding to an advertisement, refer to the ad and note the job competition number if there is one.
- Tailor your letter to the requirements of the job. Show your awareness of the company's objectives and activities and show how your skills relate to the employer's needs. Generic letters and photocopies will not make a good impression.
- Be brief and to the point. Your letter should be no more than one page long. Use simple and direct language, even if you are applying for a technical or professional position (applications may be screened by people who do not work in your field).
- Does your letter reflect your personality? It is nice to let a little of yourself come through in your letter. Do not write anything that you would not actually say.
- Anticipate any questions the employer may have and answer them. Describe where or how well you would fit into the organization. Show how your international training and experience can benefit the employer.
- Close by saying that you are available for an interview or to discuss other opportunities. If appropriate, set a date after which you will call the employer to follow up.
- Check your letter very carefully for any spelling, punctuation, grammar or typing errors.

Sample cover letter format

Use a standard business letter format, such as the sample provided, for your cover letter. Alberta employers prefer documents that are easy to read, so use white or ivory stationery and sign your letter in blue or black ink.

In your cover letter, try to anticipate any concerns the employer may have and respond to them. If possible, turn the concern into a positive. For example, “Your customers will benefit from the service I can provide in three languages.”

“When I first got here, I carried my papers in a plastic bag everywhere I went. Now, I use a briefcase!”

Maria emigrated from Guatemala nine years ago

Sample cover letter

Your Return Address
Community, Province
Postal Code

Date

Employer’s Name
Position Title
Company Name
Street Address or Box Number
Community, Province
Postal Code

Dear Ms. (or Mr.) Employer’s Name:
(If you are unable to get a contact name, the greeting line may be left out.)

Tell the reader which job you are interested in and why. Briefly let the reader know that you are familiar with the company and its operations.

Point out your key experience (including volunteer or school experience) that qualifies you for the position. Keep your paragraphs short.

State that a résumé or application form is enclosed and request an interview.

Sincerely,

(Sign your name)

Type your Name

Enclosure

The power of portfolios

If you create a portfolio, you can answer the question: “Why should I hire you?” Immigrants with international qualifications can use portfolios to market themselves—they’re a great way to showcase their experience. Portfolios can also be a great tool for working with your professional association. Some of our clients have their portfolios on CD-ROM or in a book. Some have pictures. This way, they can create a storyline, especially when they have no paper records. It helps immigrants create a presence through storytelling. You have to be able to communicate what you can do. Organize your portfolio so it can tell your story.”

Counsellor from an immigrant-serving agency

Do you need help writing your résumé or cover letter?

There are many places you can get help to prepare a résumé, cover letter or other document. Many immigrant-serving agencies, AHRE service centres and community agencies offer assistance with these tasks. They may also have equipment that you can use such as computers and photocopiers. Other resources, such as websites, publications and workshops, are also available. For more information, contact the Alberta Career Information Hotline (see the Resources section for contact information).

Portfolios

You may also want to put together a portfolio. Portfolios are a particularly useful way to show an employer in Alberta how your training and work experience relate to their organization. A portfolio is a portable collection of items that demonstrates your skills. You take your portfolio with you when you visit potential employers or go to an interview. It is a way to support your achievements and prove you have the skills described in your résumé. You decide what describes you best and therefore what goes into your portfolio. Some of the things you can put in a portfolio include:

- certificates
- awards
- things you have written or created
- letters of commendation
- newsletter articles written about you or by you
- performance appraisals
- copies of presentations and publications
- pictures or brochures about projects completed on your own or with others.

You can organize your portfolio using a file folder with pockets, a binder with dividers and pages in plastic sleeves, or a computer disk. When you go to an interview, use your portfolio to highlight your skills and accomplishments. For example, “I can answer that question by showing you the brochure I created for a program I developed.” Research employers first and customize your portfolio before you go to an interview.

Job interviews

Job interviews are an important part of getting employment. If you know what to expect in an interview with an Alberta employer, you can be prepared and feel confident.

In Alberta, a job interview is a business meeting—a discussion of your skills and how they support the employer’s work. Your first task is to show you have the skills the employer needs to get the job done. Your second task is to find out if you are interested in working with them. You should be prepared to ask questions as well as answer them.

Preparing for a job interview in Alberta

As you get ready for a job interview, be strategic and think like an employer. They have to consider the risks of hiring someone new, including:

- Do they have the skills to do the work accurately and efficiently?
- Can they provide the kind of customer service that keeps customers coming back?
- How well can they communicate with others?
- What experience can they bring to the job?
- How well will the rest of the team be able to work with this new person?
- Will they be reliable?
- How much training will they need?

Your Interview Checklist

How can you anticipate employer needs and minimize the risk in hiring you? Before you go to an interview:

- Review your résumé and the information you have gathered about the employer and the work. If you have not already researched these things, do! Use the research techniques and ideas presented in Part 2.
- Prepare a list of references.
- Anticipate potential interview questions and prepare answers. Practice your answers until you feel confident. You could also get a friend or other person to act out an interview situation with you. Use your practicing to improve both your verbal and non-verbal communications skills. Your posture, facial expressions and gestures should communicate a positive attitude.
- Prepare your questions. What do you know about the job and the organization? You may want to ask questions about the company's goals and objectives, the working conditions, or the people you would be working with. Do not ask questions about pay and benefits until after you have been offered a job.
- Ensure a good first impression by deciding what you will wear and planning ahead so you get to the interview 10 to 15 minutes early. Look neat, clean and well groomed. Dress the way you expect the interviewer to dress. Visit the organization a day or two earlier to see what other employees are wearing so you know how to dress appropriately.
- Allow plenty of time for the interview. Your interview may take longer than you expect. Do not make other plans too close to the time of your interview or have yourself worrying about your time being up on the parking meter.

“Albertans are very polite. Just because an employer is nice to you during an interview, do not assume the job is yours. Alberta employers treat everyone they interview the same way. There is no way to know whether you have the job during the actual interview. You will have to wait until everyone has been interviewed and then the employer will contact you.”

Counsellor at an immigrant-serving agency

Who conducts interviews?

When you accept an interview, ask for the names and positions of the people who will be interviewing you. This will give you a better idea of what to expect. In Alberta, interviews are usually conducted by the following people:

- managers
- supervisors
- human resource personnel
- third party interviewers—this could be a representative of a company that has been hired to recruit to the position.

You will often be interviewed by more than one person. For example, a panel interview could include a manager, a human resource representative and another person from the same branch of the company. Be prepared to answer questions from each person.

Making a good first impression—Tips

Most interviewers in Alberta form an impression of job applicants in the first minute or two. Pay attention to how you appear and what you do when you first arrive. You want to do your best to make a good first impression. Here are some tips for making a good first impression with an employer in Alberta. You can also use these tips for other kinds of interviews and meetings:

- Arrive 10 to 15 minutes early and let the receptionist know you have arrived.
- Do not smoke, chew gum, or drink coffee. (It is okay to accept a glass of water if you are offered one once you are in the interview room.)
- Be pleasant, honest and sincere with everyone in the office. Interviewers may ask other staff members for their opinions.
- When you first meet the interviewer(s), introduce yourself, shake hands firmly and make eye contact.
- Remain standing until you are offered a chair and then sit up straight.
- Take a copy of your résumé and cover letter, the job advertisement (if there was one), your portfolio and any other relevant documents with you.
- Follow the interviewer’s lead. The interviewer may spend a few moments just chatting with you. If so, listen to what they have to say and be prepared to say something positive. Be prepared to quickly move into the main part of the interview when the employer is ready.

How to talk about your skills to Alberta employers

Earlier, we asked you to complete the skills exercise *Defining your skills*. Go back to that exercise and look at your results. Look at the skills you have checked off and your main skills checklists. Use this information to talk about your skills to employers. For example, if an employer asks you about your strengths, you can list some of the things you have written down for “10 skills you do best” or “10 things you enjoy doing most.” If you are asked about your weaknesses, you can choose something from “10 skills you would like to or need to develop.” By saying you want to develop something, you can turn potential

weaknesses into strengths. Look for opportunities that allow you to minimize any concerns an employer may have about hiring you.

Typical interview questions

No two interviewers will ask the same questions. They will not ask them the same way either. But generally speaking, you can expect to be asked the following sorts of questions by an Alberta employer:

- Tell me about yourself.
- What skills would you bring to this job?
- Why do you want this job?
- Why did you leave your last job?
- What five words would you say describe you best?
- What kind of working environment do you prefer?
- What are your strengths?
- What are your weaknesses?
- What did you like about your last job?
- Tell us about a situation you did not handle well and what you learned from it?
- Why should we hire you?

There are many other questions an employer can ask you, including questions about your reaction to certain work situations or your plans for the future. Whatever you are asked, it will be much easier to answer if you have identified your skills and learned about the job and employer.

Tips for answering questions:

- Identify the connections between your capabilities and the employer's needs even if they seem obvious to you.
- Avoid "yes" and "no" answers. Think of what the interviewer is trying to find out and respond to that.
- Avoid talking about your family, friends or any other personal matters. Focus on giving work-related information.
- Use action words to describe what you can do. Use words such as achieved, delivered, implemented, improved, established, recommended, promoted, solved, strengthened, initiated and delegated.
- Use lots of strong clear words to describe yourself. Such words could include adaptable, courteous, creative, logical, disciplined, knowledgeable, people-oriented, or versatile. These are just some examples. Use the words that describe you best.
- If the interviewer asks more "open" questions (e.g. "Why are you interested in this position?"), use this as an opportunity to lead the conversation toward a discussion of your strongest qualifications as they relate to the job.
- If you do not understand a question, politely ask the interviewer to ask the question another way. If you do not know the answer, say so.
- Let your interest and enthusiasm show. Take your cues from the interviewers about how formal or informal to be and let your personality come through.

Know your answers

Write down and practice your answers to possible questions before you go to your interview. To make a good impression in a job interview in Alberta, do more than tell employers what you can do. Describe situations in which you have demonstrated what you can do. For example, instead of saying "I have excellent communications skills," say "I successfully planned and executed a strategic communications plan to tell over 300 staff about a new company product."

When asked about weaknesses, you might respond as follows:

Example #1: “Weaknesses? My work experience is all in the textile manufacturing industry. But I can use my leadership and analytical skills anywhere.”

Example #2: “I have a lot to learn about Canadian ways, but I am disciplined and versatile. I also learn quickly. I have a strong Canadian support group and I’m taking some training to improve my English skills. People do not have a problem understanding me.”

Example #3: “Because my training and previous experience were not in Canada, some might see this as a problem rather than an asset to the organization. I can bring new perspectives and different ways of doing things to the job.”

After the interview

After the interview, it is a good idea to follow up by thanking the interviewer(s) for their time and consideration. This can be done through a brief letter, e-mail or phone call. Following up can set you apart from other applicants and may remind the employer about you and your strongest qualifications.

“The biggest thing is maintaining your professionalism. Even if you have been turned down for a job a thousand times, treat every interaction as an opportunity and act like it is your very first job interview.”

Do you want to know more about looking for work?

The job search process does not end with the first interview. If you want to know about other aspects of job search such as follow-up interviews, negotiating and accepting job offers, there are many other resources and tools to help you. These include Alberta Human Resources and Employment (AHRE) staff, the Alberta Career Information Hotline, the ALIS website and AHRE publications. Some immigrant-

serving agencies can also assist you with your résumé, cover letter, interviews and other aspects of job search.

You can get free copies of the following AHRE publications by contacting the Alberta Career Information Hotline (see the Resources section) or by visiting www.alis.gov.ab.ca/careershop

Advanced Techniques for Work Search

This workbook helps adults improve their work search strategies. It includes techniques to help you sell your skills in today’s competitive job market, plus marketing tools such as portfolios, proposals and résumés.

Job Seeker’s Handbook: An Introductory Guide to Finding Work

This guide is for people who are new to the job search process. It features a skills inventory, sample cover letters and résumés, tips for completing an application form and interview preparation questions.

Part 4:

On the Job in Alberta

Alberta's workplaces may be very different from those in your home country. There may be different behaviours, practices and manners. People may have different expectations. There may be different ways of working. Ask your supervisor or another employee if you are uncertain about directions or procedures. Whatever situation you face, you will probably have to spend some time adapting to your new work environment. This part of the guide provides some general information about Alberta workplaces.

Alberta's workplace culture and etiquette: The basics

Hours of work

Hours of work vary from workplace to workplace. Some organizations and industries have a 9 a.m. to 5 p.m., Monday to Friday work schedule. People take weekends and evenings off. Other organizations, such as hospitals and factories, are open all the time so they need people to work in shifts. Find out what the expected hours of work are and how the organization handles extra hours in unusual situations.

No matter what the hours are, always show up on time and work the full hours required. Alberta employers want workers who are reliable and do all that is expected of them. If you are going to be late for any reason, call your direct supervisor and tell them why you will be late and when you will be coming to work. Expect to make up the lost time by staying late or working during your mealtime or other breaks.

Meeting new people

Albertans usually shake hands, smile and say, "How are you?" or "Pleased to meet you" when they first meet someone in a business situation. In many Alberta workplaces, people call each other by their first names even when meeting for the first time. If the person is in a very high position in the organization, you may be required to address them more formally. It usually depends on the individual person. Some organizations may have a formal, businesslike atmosphere. However, many encourage a relaxed and informal worksite. If you are not sure, ask. You can also listen to how other people address each other and their supervisors and then decide how you will address them. Always be respectful.

"At our employment workshops, we talk about eye contact, handshakes, gender issues, age issues, all those protocol things. Some issues are hard to discuss, for example, speaking English too slowly. Employers want to know how their current team members will work with new employees who are immigrants. If immigrants attend the workshops, they should do okay...."

Employment counsellor at an immigrant-serving agency

Do you want to learn more about Canadian culture?

Some immigrant-serving agencies offer classes that provide basic information on Canadian culture, conventions, norms and values.

Dressing for work

Styles of dress vary from workplace to workplace. When you go to a job interview, observe how people in the organization are dressed. Some workplaces have dress requirements. For example, banks and law firms may require their staff to dress for business—suits, shirts, ties, dress pants and dress shoes for men, and suits, blouses, skirts or dress pants, nylons and dress shoes for women. If you are working in a skilled trade or outdoors, you may wear casual clothing such as denim pants and open collared shirts. For safety reasons, you may be required to wear steel-toed boots, hard hats or other protective equipment.

Some workplaces use uniforms and nametags to identify staff. No matter what the workplace, it is important to be clean and well groomed.

Strong scents and odours

Some workers may be allergic to or offended by strong scents such as perfume or men's cologne, hairspray or other personal care products. Some workplaces have rules that disallow scents of any kind. Avoid wearing anything with a strong scent to work. Most workplaces in Alberta have regulations about smoking. Ask about any rules regarding scents, smoking and other odours that may irritate co-workers.

Sulma—A case of misunderstanding

Sulma immigrated to Alberta seven years ago. She took some upgrading and has been working as a Licensed Practical Nurse (LPN) for a home care agency. She did most of her work caring for patients in their homes. But while she was in the office, Sulma felt that people were avoiding her, especially during lunchtime or during staff meetings. She often found herself sitting alone, cut off from her co-workers. It did not bother her at first, but over time, she started thinking that maybe her co-workers were avoiding her because she was from another country or because she had an accent. She began to feel more and more isolated. One day, however, someone at work took her aside for a talk. She told Sulma that her strong perfume was bothering the other employees and they found it hard to be near her because of the scent. Sulma was very surprised to hear this but was also relieved. She realized that people were not avoiding her because they did not like her or were prejudiced. They were avoiding her because her perfume made them sneeze! Sulma stopped wearing the strong perfume to work and soon found herself with plenty of company.

Decision-making, reporting structures and teamwork

In larger organizations, reporting and decision-making structures tend to be more complex. Smaller workplaces tend to be less formal.

Generally speaking, managers make the major decisions in Alberta organizations. However, Alberta employers appreciate employees who have initiative and come up with new solutions. You can go to your supervisor to ask questions and get feedback. In the early days of your employment, you may need more supervision and direction from your supervisor. However, as you gain more confidence and experience, you will probably become more comfortable with working independently and making decisions.

Most Alberta employers value teamwork. Many workplaces expect employees to work with others to achieve goals and tasks. Being on a team does not necessarily mean that you will be working with your co-workers every minute! You will still be doing work on your own. However, by working on teams, people can solve problems they might not be able to solve on their own. Through teamwork, more employees can contribute their experience, ideas and expertise. Teamwork also helps employees build positive relationships with one another. Teamwork may also mean you share pieces of a project. You may find yourself working on a team to do everyday tasks or you may work with other employees on short-term projects. Whatever the case, working well with others is a valuable skill.

Managing conflict

An important skill in Alberta workplaces is managing conflict. Employees who are able to resolve problems with the people they work with will probably be more successful in the workplace. It is normal for people who work together to disagree on things. The world would be very dull indeed if we all thought alike! However, if disagreements continue without being resolved, this can lead to conflict.

If you are having problems with someone you work with, it may seem easier to just leave things alone and say nothing. Unresolved conflict can lead to even bigger problems and make it difficult for people to effectively work together. Managing conflict involves looking at problems and coming to solutions that satisfy all the parties involved. Talking openly and honestly is a big part of resolving conflict. So is negotiating. By talking things out and trying to find solutions, you can move beyond conflict and build positive working relationships.

Where do you fit into your workplace? Ask for an organizational chart

Some workplaces—especially larger ones—have an organizational chart. An organizational chart is a diagram that shows who does what in the organization. It gives titles of employees as well as the branch or section they work for or supervise. Organizational charts also show how the parts of an organization fit together. Some organizational charts show everyone in the organization. Others only show those in upper management or executive positions. Organizational charts can help you see where you fit into the organization.

Find a mentor to help you at work

A mentor is someone willing to share their experience, knowledge and wisdom with you. Mentors can be any age. They can be your supervisor or co-worker. They can help you learn about an occupation or job. A mentor can also help you learn more about Canadian workplace culture and practices. Some occupations use mentors to help people who have just become members of that occupation. Whatever the case, mentors are people who take time to help someone learn.

Talk to your co-workers or supervisor and see if you can find a mentor at your workplace. Not only can you learn more about your work, you could also build a strong relationship with a colleague.

What do employers want? 13 qualities of valued employees

No matter what business they are in, employers are usually looking for certain qualities in their employees. Valued employees:

1. are prepared. They come to work willing to do the job, pay attention and follow directions.
2. have a positive attitude and show enthusiasm for their job.
3. ask questions if they do not understand something.
4. are open to learning new personal and technical skills. This includes taking responsibility for mistakes.
5. are team players. They work well with others to achieve a common goal.
6. take initiative. If they see something that needs to be done, they do it. They do not wait for someone to ask them to do it.
7. dress appropriately for the type of work they are hired to do.
8. have good attendance records. They show up for all of their scheduled shifts.
9. are on time, whether it is showing up for work, returning from breaks, going to staff meetings or completing tasks.
10. call if they know they will be late or if they are unable to come to work—but they do not abuse this privilege.
11. work safely and are healthy. They come to work substance-free. This includes not using alcohol or drugs and making sure that any medications they may take do not interfere with their ability to do their job.
12. are honest and trustworthy.
13. are knowledgeable about the company or organization.

Employees who have these qualities are often more confident in their ability to do their job well and have increased job security. They are also more likely to be given increased opportunities, responsibilities or promotions.

Rights and responsibilities as a worker in Alberta

Important laws governing work in Alberta

There are laws in Alberta to ensure workplaces are healthy, safe and fair. Take some time to learn about Alberta's workplace laws. For more information, visit the ALIS website at www.alis.gov.ab.ca. Look at the Workplace section under the Employment tab. You can also call the Alberta Career Information Hotline (see the Resources section for contact information).

Employment standards

Employment standards are the minimum standards of employment for employers and employees in the workplace. In Alberta, our employment standards are contained in the Employment Standards Code and the Employment Standards Regulation. Through these laws, minimum standards of employment have been established for:

- payment of earnings
- hours of work, rest periods and days of rest
- overtime and overtime pay
- vacations and vacation time
- general holidays and general holiday pay
- maternity and parental leave
- termination of employment
- employment of people under 18 years of age.



Dermot—Learn what employment standards apply to you

Dermot worked at a restaurant soon after he arrived in Alberta. He was often called upon to work overtime but his employer did not pay him for the extra time he worked. Instead of asking for the money he was owed, Dermot decided to find a job at another restaurant. Dermot felt that because he was a recent immigrant, he did not have the power to complain to his employer. Looking back, he knows the restaurant was in the wrong and he had a right to be paid his overtime. He would handle things differently now and probably talk to the employer about the pay. If his employer did not co-operate, Dermot would contact Employment Standards at Alberta Human Resources and Employment.

Workplace health and safety

Workplace health and safety deals with the dangers and potential hazards that could affect your health or safety while you are working. In Alberta, there are laws to ensure that workplaces are safe. Under the law, employers must take the proper steps to ensure that their workplaces are free of these dangers and hazards. As an employee, you are also expected to help make your workplace safe.

Workers' Compensation Board

If you have an accident on the job and are injured you may be eligible for benefits through the Workers' Compensation Board (WCB). Employers pay for these benefits by paying into an insurance fund. You may receive these benefits if your accident causes you to miss work.

Human rights

In Alberta, the *Alberta Human Rights, Citizenship and Multiculturalism Act* protects workers from discrimination on the basis of race, religion, colour, gender, age, ancestry, place of origin, marital status, family status, source of income, physical or mental disability, or sexual orientation. If employers discriminate against employees, then employees can file a complaint with the Alberta Human Rights and Citizenship Commission within one year after the alleged incident. There is also protection for employees under the *Canadian Human Rights Act*. This legislation applies to workers who work for certain employers, such as the federal government.

Amin—A possible case of discrimination

Despite working for the company for nearly two years, Amin, an immigrant from Morocco, was still classified as a “temporary worker.” This meant he was not entitled to the company benefits and could lose his job with little or no warning. He noticed that Caucasian workers employed for less time than him were given permanent or long-term jobs. They also earned a higher wage. Amin contacted the Alberta Human Rights and Citizenship Commission to see if he should make a complaint.

Unions

Some workers in Alberta are members of unions. Unions allow groups of workers to collectively negotiate wages, working conditions and other aspects of employment. Depending on your workplace, you may become a member of a union and will have to pay union fees or dues.

Ways to keep developing yourself at work

Once you find a job, it is important to keep learning. Through lifelong learning, you can continue to develop your skills and enhance your ability to get work. Learning can also build your self-esteem and give you the confidence to pursue other goals in your life. Here are some ways you can keep learning:

Learning to improve your professional English language skills

You can attend classes or take other training to improve your language skills, reduce your accent or learn the technical terminology of your occupation. You can also take training to learn informal, conversational English rather than formal English.

Learning from your co-workers

The people you work with every day are an excellent source of information and expertise. Use their knowledge to help gain new skills and knowledge. A co-worker could help you learn some new software or computer equipment. If your co-workers are members of the same occupation as you, they can help you get some technical expertise.

Or it could be as simple as learning about how the office phones work or how to run the photocopier. They can also help you to understand the culture and practices of the organization and Alberta's workplaces.

Training available from employers

Many employers in Alberta offer training to help their employees develop new skills and knowledge. Training can be in a variety of areas such as computer training, supervisory training, training on equipment, or training specific to a position. Some employers help their employees with English language training. As a new employee, you may be required to take some training as soon as you start your job. Talk to your employer about what kind of training is available for employees.

Training available from professional and trade organizations

Many professional and trade organizations offer or arrange learning opportunities for their members. Such opportunities could include conferences, seminars, information sessions and training. Check with your professional or trade organization for more information.

Learning to be healthy and safe on the job

It is also important to learn how to be safe and healthy on the job. Workplace safety does not just apply to people who work with things that are more obviously risky like toxic chemicals or dangerous machinery. People who work in offices can also be exposed to unsafe and unhealthy things if they do not take the right steps. Office machinery can be dangerous if you are not careful! As an employee, you share some responsibility for ensuring that you work safely. Talk to your employers or supervisors about what you can do to be a health and safety conscious employee.

Do you want to know more about Alberta workplaces and working in Alberta?

You can get free copies of the following AHRE publications by contacting the Alberta Career Information Hotline (see the Resources section) or by visiting www.alis.gov.ab.ca/careershop

Job Smart: Tips for Staying Employed

This guide features information about what employers are looking for in their employees. It includes self-assessment exercises, tips on problem solving and a list of community resources.

Let's Talk: A Guide to Resolving Workplace Conflicts

This publication is intended to help employees resolve workplace conflicts. It presents information on how to handle situations internally and where to get outside help.

"I tell my clients to set up sources of support—their church, school, cultural group. If you have a strong foundation of support, you will have the focus. If you have focus, you will be able to withstand the challenges."

Immigrant services worker

Part 5:

Resources

This guide is one source of information. There are many other places you can get information and help.

Alberta Human Resources and Employment (AHRE)

This provincial government department has a provincewide network of websites, call centres and service centres with a variety of programs, services and publications. You can access the department's career, workplace and labour market information in one of three easy ways: click, call or come in.

CLICK

ALIS

The Alberta Learning Information Service (ALIS) website is a gateway to career, learning and employment information in Alberta. It includes print and video career and workplace related resources.

Website: www.alis.gov.ab.ca

Canada-Alberta Job Order Bank Service (JOBS)

This is a free job information service for job seekers and Alberta employers. Job seekers can search a daily Internet listing of jobs available across Canada to find job opportunities. The Job Match feature allows job seekers to complete a skills survey that employers can use to fill positions. Website: www.jobbank.gc.ca

CALL

Alberta Career Information Hotline

The Alberta Career Information Hotline is a career consulting and referral service. Contact Hotline staff to find out more about career planning, education planning, occupations, work search skills and the workplace. A career consultant can connect you with programs and services in your community.

Phone: 1-800-661-3753

toll-free throughout Alberta

Phone: (780) 422-4266 in Edmonton

Deaf and hard of hearing callers

with TDD units call 422-5283 in

Edmonton or 1-800-232-7215

for message relay service.

Fax: (780) 422-0372

E-mail: hotline@alis.gov.ab.ca

Website: www.alis.gov.ab.ca/hotline

COME IN

AHRE service centres

AHRE service centres are located throughout Alberta. Where they are also located with Human Resources and Skills Development Canada (HRSDC) offices, they may be called Canada-Alberta Service Centres. The centres provide information about occupations, career options, education programs and funding services and finding work. You can talk to a career and employment consultant. For information about office locations and services available in your community, call the Alberta Career Information Hotline.

Labour Market Information Centres (LMICs)

LMICs are located in AHRE service centres across Alberta. They provide information about career planning, occupations, the labour market and future trends. Some LMICs have computers, phones and fax machines you can use for your work search. To find the LMIC nearest you, call the Alberta Career Information Hotline.

Other Related Programs and Services

Alberta Works

Alberta Works brings together employment and training services, income support to help people meet their basic needs, and health benefits.

Employment and training services

Employment and training services can help you take academic upgrading (Grades 4–12), English as a Second Language courses, job skills training, self-employment training, and may provide disability related employment supports.

Help to meet basic needs

If you need help to meet your basic needs, like food, clothing and shelter, you may be able to get financial help. The amount of money you get depends on your situation, including the number of children in your family, how soon you can return to work, and any special needs you may have.

Health benefits

Through Alberta Works, you may be eligible for health benefits for you or your children. Children living in low-income families are eligible for premium-free health benefits through

the Alberta Child Health Benefit. Parents must apply to receive this health coverage for their children.

For more information, contact
Alberta Works Contact Centre
Phone: 1-866-644-5135 toll-free in Alberta
Phone: (780) 644-5135 in Edmonton
Website: www.gov.ab.ca/hre/albertaworks

Employment Standards

Information is available about the minimum rights and responsibilities of employers and employees relating to employer records, minimum wage, hours of work and overtime, general holidays and pay, vacations and pay, maternity and parental leave and termination of employment.

Phone: 310-0000 toll-free and enter (780) 427-3731 in Alberta
Phone: (780) 427-3731 in Edmonton
Deaf and hard of hearing callers with TTY units call (780) 427-9999 in Edmonton or 1-800-232-7215 toll-free in other Alberta locations.
E-mail: employmentstandards@gov.ab.ca
Website: www.gov.ab.ca/hre/employmentstandards

Workplace Health and Safety

If you want information about safe work practices and workplaces, workplace hazards or publications and resources call the Workplace Health and Safety Contact Centre.

Phone: 1-866-415-8690
toll-free across Alberta
Phone: (780) 415-8690 in Edmonton
Deaf and hard of hearing callers with TTY units call (780) 427-9999 in Edmonton or 1-800-232-7215
toll-free in other Alberta locations.
Website: www.whs.gov.ab.ca

Other Provincial Government Resources

Service Alberta

For general inquiries on Alberta Government programs and services.

Phone: 310-0000 toll-free anywhere in Alberta
Deaf or hard of hearing callers with a TTY unit call (780) 427-9999 in Edmonton or 1-800-232-7215 in other Alberta locations.
Website: www.gov.ab.ca

Apprenticeship and Industry Training (AIT) Offices

For information about Alberta's registered apprenticeship and occupation training programs, or for information about the Alberta Qualification Certificate Program, contact the AIT office in your community.

To reach the AIT office nearest you, contact the Alberta Career Information Hotline at 1-800-661-3753 throughout Alberta or 422-4266 in Edmonton or visit the Trade Secrets website.
Website: www.tradesecrets.org

Alberta Human Rights and Citizenship Commission (AHRCC)

The AHRCC responds to questions about human rights and deals with complaints of discrimination. For more information contact:

Edmonton

Northern Regional Office
800 Standard Life Centre
10405 Jasper Avenue
Edmonton, Alberta T5J 4R7
Phone: (780) 427-7661
Fax: (780) 427-6013
Deaf or hard of hearing callers with TTY in Edmonton: (780) 427-1597

Calgary

Southern Regional Office

Suite 310, 525-11 Avenue SW
Calgary, Alberta T2R 0C9
Phone: (403) 297-6571
Fax: (403) 297-6567

Deaf or hard of hearing callers with TTY in Calgary: (403) 297-5639
To call toll-free within Alberta, dial 310-0000 and then enter the area code and phone number. For TTY service in Alberta outside Edmonton and Calgary, call 1-800-232-7215 toll-free.
Website: www.albertahumanrights.ab.ca

Government of Alberta publications

Working in Alberta refers to a variety of publications to help you make informed career and employment decisions. These publications can be ordered through the Alberta Career Information Hotline, picked up free of charge at any AHRE service centre, or downloaded or ordered on-line through the ALIS website.
Website: www.alis.gov.ab.ca/careershop

Welcome to Alberta provides adult immigrants with general information about living in Alberta. It covers topics ranging from accommodations, health care and education to employment, transportation and citizenship. You can get free copies at immigrant-serving agencies or through the Internet.
Website: www.learning.gov.ab.ca/welcome

Guide to Services for Lower-Income Albertans tells you what programs are available to help lower-income Albertans and differs from other publications by describing programs administered by many different departments. Programs and services are listed in seven groups: work and work

skills, financial, housing, legal assistance, health expenses, families with children, and people with disabilities. Free copies are available by calling 310-4455 toll-free in Alberta or by downloading on-line. Website: www.gov.ab.ca/servicealberta/lowerincomeguide

Government of Canada

For more information on federal programs or services or to be directed to a Canadian government office, call 1-800-O-Canada (1-800-622-6232). Assistance is available from 8 a.m. to 8 p.m. Monday to Friday. Deaf or hard of hearing callers with TDD/TTY can reach the Government of Canada by dialing 1-800-465-7735 toll-free. Website: www.gc.ca

Immigrant-serving agencies

Immigrant-serving agencies provide information and guidance for a range of settlement and employment readiness services for newcomers after they arrive in Alberta. Funding is provided by the Government of Alberta and Citizenship and Immigration Canada. For information about immigrant-serving agencies in your community, contact the Alberta Career Information Hotline.

Employment-related services for internationally trained and educated immigrants

The following immigrant-serving agencies and organizations offer specialized employment-related services and programs, funded by Alberta Human Resources and

Employment, for internationally trained and educated immigrants. Many also provide a variety of other services to immigrants. For more information, contact them directly.

Please note that this information may change. Check with the organization, the Alberta Career Information Hotline or the AHRE service centre in your area for the latest information.

Calgary

Calgary Catholic Immigration Society

3rd Floor, 120-17 Ave. SW

Calgary, Alberta T2S 2T2

Phone: (403) 262-2006

Fax: (403) 262-2033

Website: www.ccis-calgary.ab.ca

The Society provides settlement and integration services including employment assessment, orientation to Canadian workplace, rights information and job search assistance. The employment department offers a wide variety of programs, services and workshops, including the following specialized programs for skilled immigrants:

Engineering & Technology

Upgrading Program

This program helps immigrant professional engineers integrate into the Canadian workplace within their field of expertise. The program includes technical communications, computer skills, accent reduction, job search, five weeks of occupational skill training (AutoCAD) and 12 weeks of work experience.

Program for immigrants with electrician background

This program provides training to immigrants who have an electrician background in their home country. It provides upgrading that will allow them to challenge the Alberta Journeyman Electrician exam. The program includes employability skills, occupational health and safety, technical communications, electrical code and theory, language skills, job search and work experience.

Calgary Mennonite Centre for Newcomers

#125, 920-36 St. NE
Calgary, Alberta T2A 6L8
Phone: (403) 569-3325
Fax: (403) 248-5041
Website: www.cmcn.ab.ca

The Centre has employment services in at least eight languages for immigrants who have difficulty communicating in English or French. Services include employment preparation workshops and individual career counselling.

Canadian Employment Skills

YWCA
320-5 Ave. SE
Calgary, Alberta T2G 0E5
Phone: (403) 750-5351
Fax: (403) 232-1595
Website:
www.learnenglishatywcaofcalgary.com

The YWCA offers this program for immigrants who have occupational skills but lack English skills and Canadian work experience. The program includes six weeks of employment-focused language training, Canadian culture and workplace information, basic computer training and 10 weeks of work experience with an

employer in their field. The work experience is from Mondays to Thursdays with Fridays back in the classroom.

Directions for Immigrants in Trades and Professional Careers (DITPC)

Operated by Bow Valley College
Suite 110, 805-5 Ave. SW
Calgary, Alberta T2P 0N6
Phone: (403) 297-2555
Fax: (403) 297-3424
Website: www.ditpc.ca

This is an employment resource centre for immigrants with a degree, diploma, certificate or trades certification from a country other than Canada. Participants must also have at least two years of work experience in their occupation or trade and a minimum Level 6 Canadian Language Benchmark. The program provides self-directed services (on-line and print copy), orientation sessions (information on employment goals, training needs and next steps), sector-specific sessions (focus on occupation or industry sector), individual sector coaching and group follow-up and networking.

The DITPC website helps foreign trained skilled immigrants to restart their careers in Calgary. As well as career, labour market, credentials and other topics, the website includes information about the following industries: Construction, Energy, Manufacturing, and Health Care.
Website: www.ditpc.ca

Work Experience for Immigrants Program

Bow Valley College
332-6 Ave. SE
Calgary, Alberta T2G 4S6
Phone: (403) 410-3211
Fax: (403) 297-4070
Website: www.bowvalleycollege.ca/weip

This 16-week program provides recent professional immigrants with training and support to bridge the gap to employment in Canada. The program consists of 10 weeks of full-time intensive employment-related English as a Second Language (ESL) training along with six weeks of work experience in a position that takes advantage of the immigrant's previous work experience and education. Clients receive job-finding support and access to resources including résumé development, Internet, telephone and fax services and assistance in finding full-time employment.

Edmonton

*Centre for Foreign Trained Professionals
Bredin Institute—Centre for Learning*
500, 9707-110 Street

Edmonton Alberta T5K 2L9

Phone: (780) 425 3730

Website: www.bredin.ab.ca

The Centre provides a number of free services tailored to meet the individual needs of internationally trained and educated professionals. These services include a specialized resource centre, one-on-one counselling and support, occupation-specific information sessions and study groups, referrals to IQAS, language assessments, materials for English self-study, help with credentialing and licensing, job finding support, mentoring and work experience.

Edmonton Mennonite Centre for Newcomers

10209-97 Street

Edmonton, Alberta T5J 0L6

Phone: (780) 421-7400

Website: www.emcn.ab.ca

The agency helps immigrants and refugees fully participate in the community. It offers a wide variety of programs and services to support English as a Second Language, career and employment counselling and workshops and community services.

Engineers' and Technologists' Integration Program (ETIP)

This 10-month program is for internationally trained graduate engineers and technologists. It consists of professional communications and technical vocabulary, computer training, labour market and workplace culture training and active support to find employment in the area of engineering specialty. Students receive customized Engineering Technologist training at the Northern Alberta Institute of Technology (NAIT). Successful students receive a certificate from NAIT and Technologist in Training membership with the Alberta Society of Engineering Technologists.

Program for Internationally Educated Accounting Professionals

This program is for university graduates or accounting graduates from an international institution with experience working in the accounting field. The 10-month program consists of professional communications and occupation-specific vocabulary, computer training, labour market and workplace culture training and supported job search. Students receive fast-track training at the Northern Alberta Institute of Technology (NAIT) and credits are awarded toward the NAIT Accelerated Accounting Diploma.

Lethbridge

ESL Employment Centre

Flexibility Learning Systems Ltd.

506–4th Avenue South

Lethbridge, Alberta T1J 0N5

Phone: (403) 320-2057

Fax: (403) 320-2093

The Centre has a flexible employment program that helps immigrant and refugee clients obtain employment. Skilled or professional immigrants can use this service. The program includes continuous intake, individualized action plans and intensive one-on-one and small group sessions.

Red Deer

Catholic Social Services

5104–48 Avenue

Red Deer, Alberta T4N 3T8

Phone: (403) 347-8844

Fax: (403) 342-1890

Website:

www.catholicsocialservices.ab.ca

Catholic Social Services provides career and employment assistance services and job placement services to immigrant clients. Services include one-on-one career counselling, guided job search, job placement services, direct employment matching, job maintenance services and IQAS procedures assistance.

English as a Second Language (ESL) assessment and training

If you need to upgrade your English language skills or want an assessment, you have a number of options. Language Assessment and Referral Centres in Calgary and Edmonton provide English language skills assessments and referrals to ESL classes.

Calgary

Immigrant Language and Vocational Assessment Referral Centre

1401, 910–7 Ave. SW

Calgary, Alberta T2P 3N8

Phone: (403) 262-2656

Website: **www.calgaryimmigrantaid.ca**

Edmonton

Language /Vocational Assessment, Referral and Counselling Program

10709–105 Street

Edmonton, Alberta T5H 2X3

Phone: (780) 424-3545

Website:

www.catholicsocialservices.ab.ca/services/immigration.asp

You may also be able to receive assessment and training from ESL organizations, volunteer tutor adult literacy programs and Community Adult Learning Councils. For more information, contact your nearest immigrant-serving agency or the Alberta Career Information Hotline.

Assessments of qualifications from another country

Assessments may be available from a variety of sources including post-secondary institutions, associations, employers and private organizations. Two assessment services available from the Government of Alberta include:

International Qualifications Assessment Service (IQAS)

The International Qualifications Assessment Service (IQAS) assesses academic credentials from other countries. IQAS issues assessment certificates that show how educational credentials from other countries compare to educational standards in Canada.

It is a mail-in service only.

For more information:

Phone: 310-0000 toll-free and enter (780) 427-2655 in Alberta

Phone: (780) 427-2655 in Edmonton

Website: www.learning.gov.ab.ca/iqas

Alberta Qualification Certificate Program (for certification in the trades)

The Alberta Qualification Certificate Program provides an opportunity for a person to prove that their skills and experience meet the standards set for trade and occupational certification in Canada. Individuals who meet industry established competencies in an Alberta designated trade or occupation are eligible to challenge the Qualification Certificate exam(s) and upon successfully passing the exam(s), receive an Alberta Qualification Certificate or an Alberta Occupational Certificate.

For more information, contact an Apprenticeship and Industry Training office near you.

Website: www.tradesecrets.org

Part 6:

Conclusion

Focus on the future—settling into your new life in Alberta will take time

Settlement is a process. It can take a great deal of time to adjust to major changes in your personal, family, community and professional life. You may feel like you are starting all over again. In fact, some Canadian studies say that it can take an average 10 years before an immigrant who chooses to is able to work again in their occupation of training.



As you adjust to your new life in Alberta, take the long view and remember that you will probably be more successful in managing your career if you get the help you need and plan. Build up supports in all parts of your life. Make the connections you need to sustain you. Get to know the people in your community. Learn to set both short-term and long-term goals in your personal and professional life. Celebrate your progress along the way. Most importantly, be patient with yourself. You have already come a long way to get to Alberta. But in many ways, your journey has only just begun.

“Getting immigrants back into their occupations is a process that is going to take time. We have more highly educated people coming now than we ever have. I’m very encouraged. I was a speaker at a business symposium and I was the fifth speaker. Everyone before me talked about the importance of immigration. I did not have anything left to say!”

Head of an immigrant-serving agency

Feedback

We'd like to hear from you...

Working in Alberta

Date: _____

Did you find the information in this publication useful? In what way?

How could we improve it?

Do you have any suggestions for other products that would be of value to you?

Would you like to receive a catalogue of our products?

Name _____

Organization _____

Address _____

_____ Postal Code _____

Phone _____ Fax _____

Please return this form to

People, Skills and Workplace Resources
Alberta Human Resources and Employment
12th Floor, South Tower, 10030-107 Street,
Edmonton, AB T5J 3E4
Fax: 780-422-5319

