



Online Service Delivery:

The New Way to Conduct Business in the Settlement Sector

Tania Amaral, The Centre for Education and Training, PrepCan Program
Pathways to Prosperity, November 2017



we
are
social

NORTH AMERICA



WEST EUROPE



EAST EUROPE



EAST ASIA



CENTRAL AMERICA



MIDDLE EAST



CENTRAL ASIA



SOUTHEAST ASIA



SOUTH ASIA



AFRICA



SOUTH AMERICA



OCEANIA



we
are
social

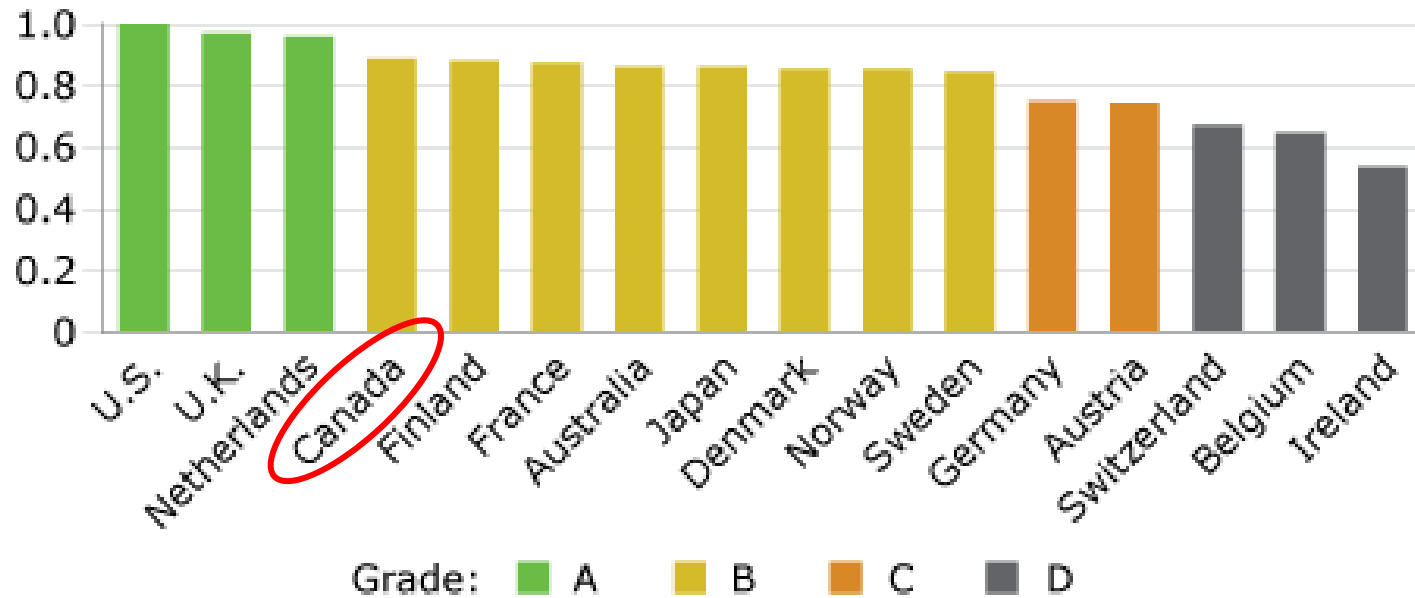


SOURCES: POPULATION: UNITED NATIONS; US CENSUS BUREAU; INTERNET: INTERNETWORLDSTATS; ITU; INTERNETLIVESTATS; CIA WORLD FACTBOOK; SOCIAL MEDIA: FACEBOOK, TENCENT, VKONTAKTE; LIVEINTERNET.RU; KAKAO; NAVER; NIKI AGHAEI; SIMILARWEB; MAIL.RU; DING; WE ARE SOCIAL ANALYSIS AND EXTRAPOLATION OF TNS DATA; MOBILE: GSMAINTELLIGENCE; WE ARE SOCIAL ANALYSIS AND EXTRAPOLATION OF EMARKETER AND ERICSSON DATA.



Hoot

Government Online Service Index, 2012
(ranges from a low of zero to a high of 1)

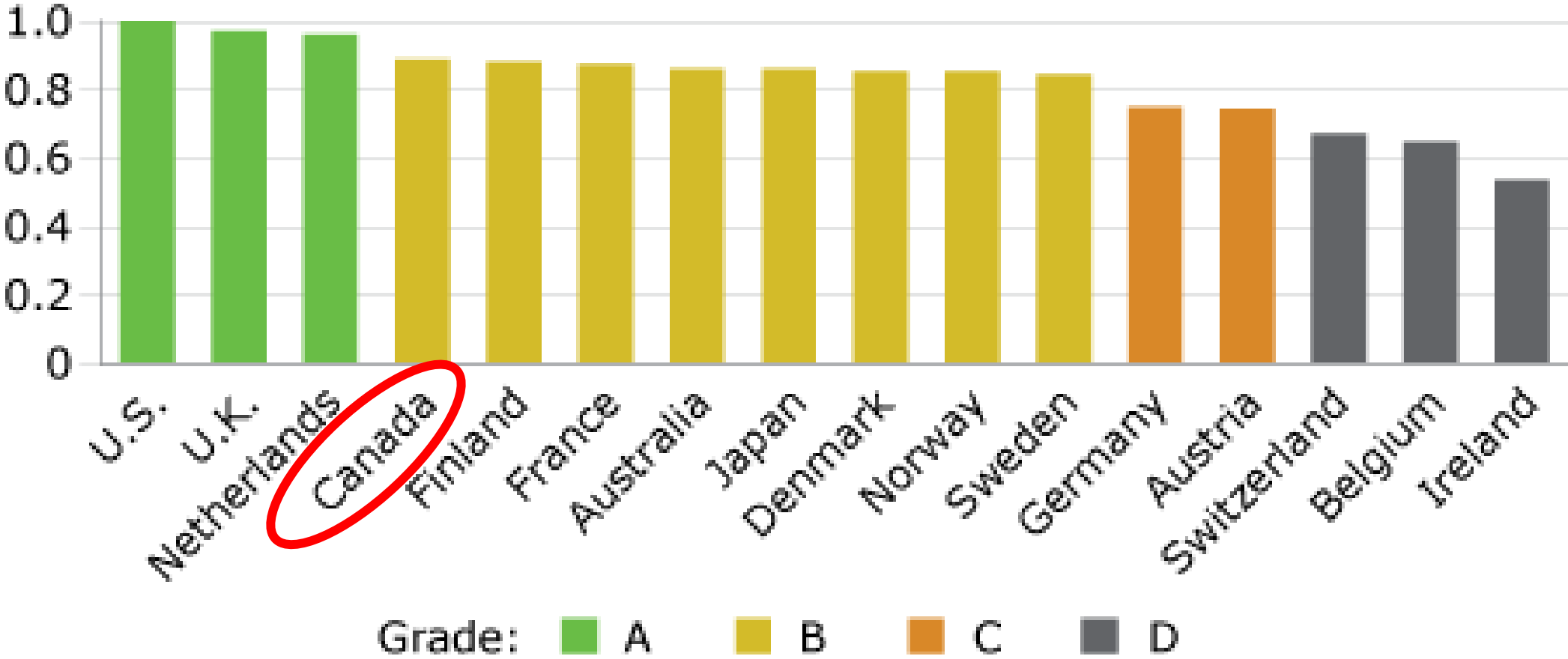


Source: *The Conference Board of Canada, 2013*

- **Stage 1:** Websites with basic & limited information.
- **Stage 2:** Downloadable forms for services.
- **Stage 3:** Websites engage in a two-way communication with users.
- **Stage 4:** Service is engaging users' participation in decision-making and a two-way, open dialogue.

Government Online Service Index, 2012

(ranges from a low of zero to a high of 1)



Source: The Conference Board of Canada, 2013



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Learn

From resume writing to salary negotiation, passing through online branding and workplace culture, you'll LEARN the nuts and bolts of the Canadian Job Market. This section offers you all you need to know to secure employment in Canada: job market information, credentials assessment requirements, employers' insights, and much more. Dive in!



Regulated Occupations

In Canada, occupations can be classified as regulated or non-regulated. If your occupation is regulated, you may need to get a license to work in your field of expertise. This section will help you identify if you need to get licensed and how to get your credentials accredited.

UPCOMING EVENTS

Thu
12

October 12 @ 9:30 am - 10:30 am EDT
Event Name: [Webinar: Ace Your Phone Interview. When a Hiring Manager Calls](#)

Thu
12

October 12 @ 11:00 am - 12:00 pm EDT
Event Name: [Webinar: Using LinkedIn to Job Search](#)

Fri
13

October 13 @ 9:30 am - 10:30 am EDT
Event Name: [Webinar: Interviewing Skills #1- Job Interview Cheat Sheet](#)

Fri
13

October 13 @ 11:00 am - 12:00 pm EDT
Event Name: [Webinar: Interviewing Skills #2 - Shine as a Star](#)



Professional Image in a Digital Age

What you post on LinkedIn, Facebook and Twitter, and how you behave on these sites can create a first impression on potential employers. Depict a professional digital image and learn how to best market your skills.

View Resources



LinkedIn Profile Checklist

Featured on: [Using LinkedIn for Job Searching](#)



Why You should Google Yourself

Featured on: [Why You should Google Yourself](#)



Personal Brand Workbook by PwC

Your brand is your reputation. It's what you're known for and how people experience you. It's about bringing who you are to what you do and how you do it. This workbook will help you deconstruct the process of delivering your brand clearly and consistently.

Featured on: [3 Baby Steps to Creating Your Personal Brand Online](#)

RESUME CRITIQUE

Appearance/Style. <i>Is your resume visually appealing to a prospective employer?</i>	Having bolded text in several sections of your resume may make it difficult to skim through.
Completeness/Length. <i>Is your resume complete, but not too long – or too short?</i>	Great! You have a two pages resume which is the recommended length.
Content/Layout. <i>Does your resume contain all the relevant information for the job you are seeking?</i>	<ul style="list-style-type: none"> Please remove all personal immigration information including immigration status. It's not required and it can potentially bias the employer. It is better to have your work experience at the top of your resume. Please refer to this resource and follow the example: https://prepcan.ca/members-content/combination-resume-sample/ You could perhaps add Liquid Chromatography Mass Spectroscopy to the laboratory maintenance skills Layout: I added a few examples on how your layout could look better. Please follow the examples as I didn't apply it to all your resume.
Focus. <i>Is your resume sharply focused to your job goal?</i>	This could be a master resume. Your targeted resume will be written based on the job description of the position you wish to apply for.
Use of Accomplishments. <i>Have</i>	Make a list of achievements and quantify them. Add



JULY • 15 • 2017



Blog



Lessons Learned from Job Interviews

Written by Arcelia Camacho, PMP Job interviews can be stressful because of what it is at stake: the means to make a living, a promotion, a new career. I have been through a good number of interviews, 35 and counting to be exact. In some of those interviews, I have left the room with

[Read more](#)

PrepCan's Insiders

PrepCan's Insiders Vol. 4

Written by Arcelia Camacho, PMP From: Confused Job Seeker Dear PrepCan: Should I start applying to Canadian jobs before my landing date? Some forums say I could, and others advise against. I do not know what to do. Please advise. Dear Confused Job Seeker: You can apply to Canadian jobs before landing. When you do,



Current Chat	Past Chats (0)
PrepCan Absolutely. For insurance purposes, the country of origin is not a factor.	2:33 PM
Visitor 1507745905 Great. Thanks for your help.	2:34 PM
PrepCan In the meantime, please check out this web page: https://settlement.org/ontario/health/ohip-and-health-insurance/private-insurance/where-can-i-buy-private-health-insurance-for-newcomers-and-visitors-to-canada/	2:34 PM
Visitor 1507745905 sure, I will have a look at it. Thank you.	2:36 PM
PrepCan You're most welcome!	
PrepCan Is there anything else I can help you with today?	
Visitor 1507745905 No, that's it. :)	
PrepCan Great! Thank you for chatting with us. Have a good day.	
Visitor 1507745905 You to have a good one. Thank you.	

Need help? ✕
Click here to chat with us

Online - Now!

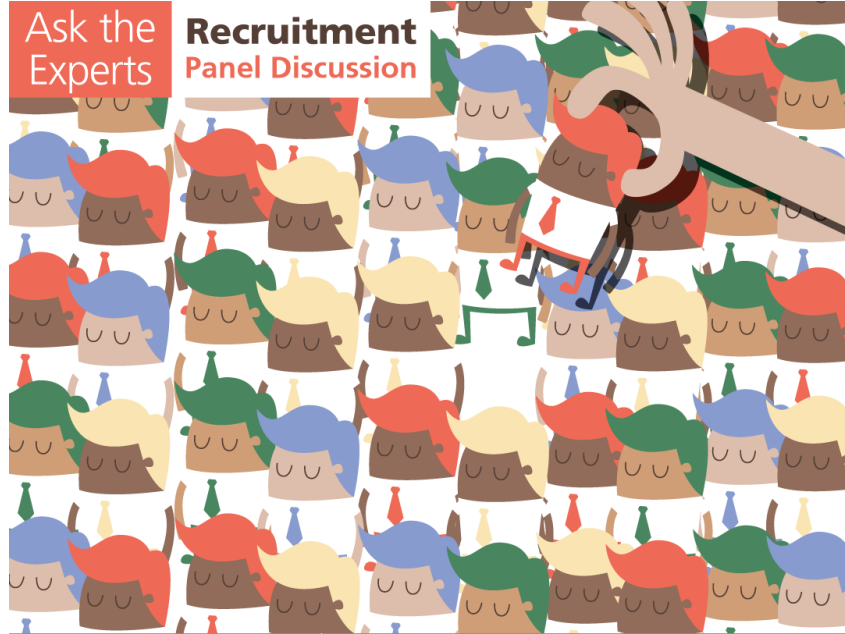


Need help? ✕
Click here to chat with us

Online - Now!

Ask the
Experts

**Recruitment
Panel Discussion**



PREPCAN | December 1, 2017
 10:00am - 11:30am EST

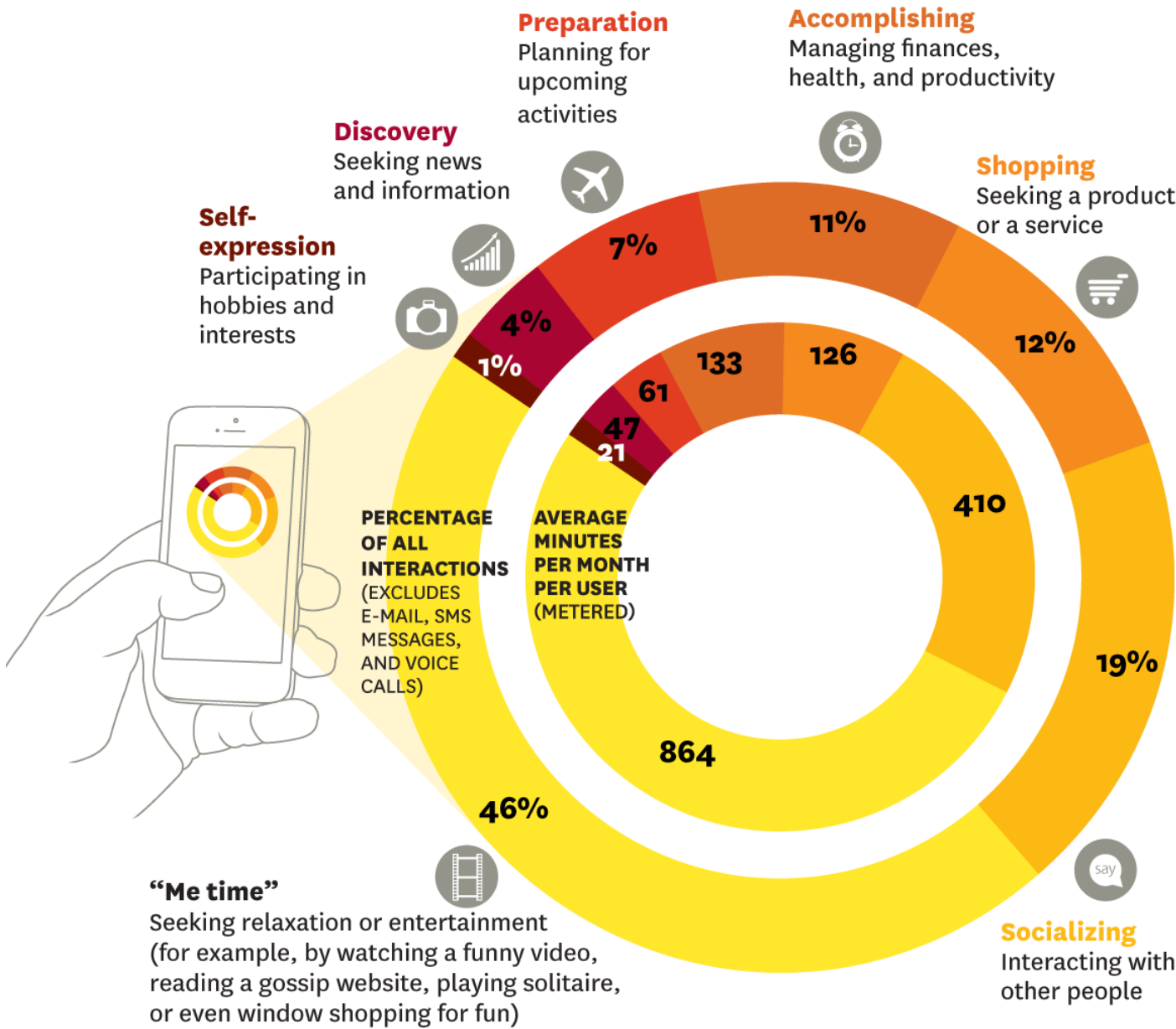


Getting Your Foot in the Door: Internship Successful Story
 Our most sincere thanks to Edsel Mascarenhas for facilitating this webinar session.



COMING SOON!





 **PUBLISH**

 **INTERACT**

 **ENGAGE**

 **IMPROVE**

Source: *Seven Shades of Mobile* study, conducted by InsightsNow, AOL and BBDO, 2012.



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