IT course to increase the chances of integration into the labor market

2025

INTRODUCTION

This course was carried out within the implementation of the Erasmus+ Programme, project KA220-VET - Cooperation Partnerships in Vocational Education and Training "INCLUDE", with the identification number 2023-1-RO01-KA220-VET- 000160043, together with all partner organisations from four EU countries: Romania, Italy, Spain and Ireland.

The main objectives of the project were to help vulnerable people engage by:

- Increasing employers' awareness of existing issues of vulnerable people, such as NEETs and Ukrainian refugees, in relation to the employment process

- Developing the organisational capacity of education and training providers (VET) to prepare vulnerable people, such as NEETs and Ukrainian refugees, for integration into the modern labour market

- Increasing the adaptation of vulnerable categories of employees, such as NEETS and refugees, to the rapid changes in the labour market. Purpose of the course

This handbook is designed as a practical support tool for unemployed people participating in the IT training programme. It facilitates guided learning, individual practice and the strengthening of basic digital skills, which are indispensable for integration and retention in the labour market.

Module 1

Fundamentals of digital literacy

The importance of digital literacy for employment

In the context of the digital economy, basic IT skills are essential for:

- job search;
- communication with employers;
- access to public and educational services;
- adaptation to the requirements of modern posts.

According to **OECD** analyses, the lack of digital skills is one of the main causes of exclusion from the labour market among the long-term unemployed.

Learning Outcomes for Module 1

At the end of the module, participants will be able to:

- identify the main components of a computer;
- use an operating system for current tasks;
- surf the internet efficiently and safely;
- communicate professionally via email.

These results are in line with **the core levels of the European Digital Competence Framework (DigComp).**

Unit 1: Hardware Components and Operating Systems

What is a Computer?

The computer is made up of:

- **hardware** – physical components;
- **software** – the programs and operating system.

Main Hardware Component

- **Processor (CPU)** – processes the information;
- **RAM** – the temporary workspace;
- **Storage (HDD/SSD)** – retains data;
- **Peripherals** – keyboard, mouse, monitor, printer.

3.2 Operating Systems

The operating system is the program that allows the user to work with the computer.

Common examples:

- Windows
- Linux
- macOS

Practical activities:

- Turning the computer on and off correctly;
- Using the desktop and menus.
- creating, saving, and organizing files;
- basic system settings.

Practical recommendation:

Properly organizing files is essential for managing resumes, cover letters, and employment documents.

Unit 2: Internet Browsing and Online Safety Effective

Use of the Internet

The Internet is a central tool for:

- job search;
- professional communication;
- access to training platforms.

Participants will learn:

- use of web browsers;
- searching for relevant information;
- assessing the credibility of online sources.

Online safety

Digital safety is an essential professional competence.

Topics covered:

- Strong passwords
- recognition of fraudulent messages;
- protection of personal data;
- updates and antivirus protection.

Attention:

Digital responsibility is valued by employers, especially in activities involving data and online communication.

Unit 3: Email and Online Professional Communication

The Role of Email in Employment

Email is the main channel used for:

- submission of applications;
- scheduling interviews;
- communication with employers and trainers.

Create and manage an email account

Participants will learn:

- creating a professional email address;
- Secure authentication.
- organizing messages;
- attaching and downloading documents.

Good practice:

Use an address that contains your real name and avoid informal pseudonyms.

Professional email writing

A professional email contains:

- clear subject;
- concise and polite message;
- correct formulation;
- appropriate

signature. Practical

exercises include:

- submitting an application for employment;
- responding to interview invitations;
- request for information formally.

Learning and self-assessment activities

During the module, participants will perform:

- practical computer exercises;
- online job search simulations;
- writing professional emails;
- individual and group activities.

Contribution of the module to employability

The completion of Module 1 leads to:

- increasing confidence in the use of technology;
- reducing digital barriers to job search;
- preparation for advanced IT modules;
- improving the chances of professional reintegration.

Digital literacy is a **transferable competence** that is useful in all areas of activity.

Module 2.

Using the computer for work and documents

What will you learn in Module 2?

At the end of the module you will know:

- write a simple document (CV, application);
- Save and edit documents.
- Make a simple table;
- prepare a very easy presentation;
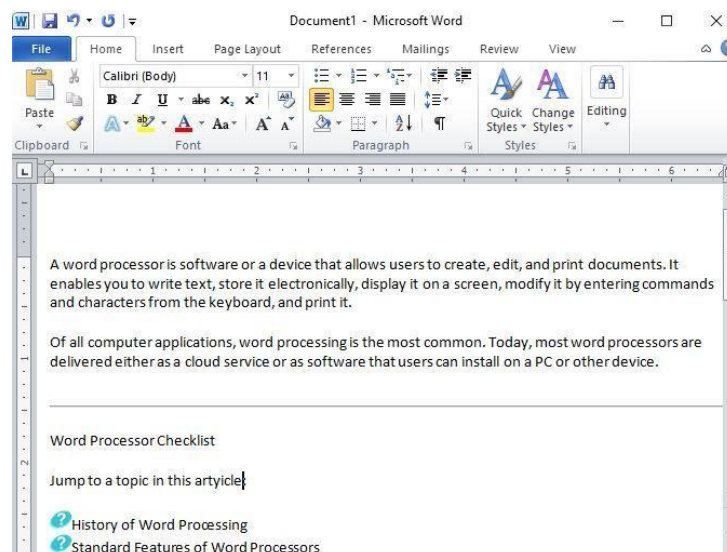- Work neatly with your files.

Part 1: Writing Documents on the Computer (Word)

What is a Document?

A document is a computer-written text, such as:

- CV;
- a request;
- a statement;
- a letter.

We will use a writing program (such as Word).

A. How to work in Word (step by step)

A1) Open Word and New Document

1. Click the **Start button** (Windows logo, bottom left).
2. Write **Word**.
3. Click Word to open it.
4. Choose **Blank** document.

A2) Writing the text (the most important keys)

- **Enter** = switch to a new turn (as with letters).
- **Backspace** = deletes the left letter.
- **Delete** = delete the letter on the right.
- **Space** = leaves space between words.

Tip: Write slowly. Don't rush. It's normal to make mistakes.

A3) How to correct and modify the text

1. To edit a word, click the mouse inside the word.
2. Delete with **Backspace**.
3. Write correctly again.

A4) How to make text more "beautiful" (simple formatting)

1. Select the text (drag over it).
2. Up, at **Home / Home**, you can find:
   - **B** = bolded (Bold)
   - **I** = slanted (Italic)
   - **U** = Underline
3. To enlarge the letters:
   - Click the number next to the font (e.g. 11) and choose **12** or **14**.

CV recommendation: text 11–12, headings 14–16.

A5) How to save the document (very important)

1. Click **File/File**.
2. Click **Save As**.
3. Choose **This PC.**
4. Choose a folder (e.g. "Work documents").
5. Write a clear name, e.g.:
   CV_Ion_Popescu.docx
6. Click **Save**.

A6) How to save your CV as a PDF (recommended for submission)

1. Click **File/File**.
2. Click **Save As**.
3. Under "File type," choose **PDF**.
4. Name: **CV_Ion_Popescu.pdf**
5. Click **Save**.

What you will learn concretely:

- Open a new document.

- Write text.

- correct mistakes;

- Make the letters larger or smaller.

- save the document.

📌 Practical example:

We write together a **simple request** to an employer.

CV – very important

Your resume is your "business

card." At the end of the year:

- you will fill out a simple CV;

- you will learn what information is needed;

- you will save the correct CV;

- You'll learn how to attach it to your email.

According to the recommendations made by the **OECD**, the ability to write simple documents on the computer significantly increases the chances of employment for the unemployed.

B. How to write a CV (step by step, simple template)

B1) Preparation – what information you need

Before you begin, write down on a piece of paper:

- Full Name
- Phone
- E-mail
- City
- Last jobs (where, what you did, period)
- School/high school (what you finished)
- What you know how to do (skills)
- if you have a permit, courses, certificates

Tip: It doesn't have to be perfect the first time. We improve it in the course.

B2) Open a new Word document

Follow the steps in A1.

B3) Write your CV according to this model (copy and fill in)

1) Name and contact details (top)

- Name Surname: _____
- Phone: _____
- E-mail: _____
- City: _____

2) Objective (1–2 rows)
Example (choose one):

- "I want a stable job in the field _____ and I am available to learn new things."
- "I'm looking for a job ____; I have experience in _____ and I can start right away."

3) Professional experience (from the most recent)
You write like this, simply:

- **Function:** _____
  Firm/Place: _____
  Period: (e.g. 03.2022 – 10.2024)
  What we did: 3–5 short points:
    - _____
    - _____
    - _____
    - _____

4) Education

- School/High School: _____
- Period (if you know): _____
- Qualification (if any): _____

5) Skills (what you know how to do)
Choose what fits:

- Teamwork
- punctuality
- Attention to detail
- Organization
- Computer Operation (Basic Level)
- Communication with customers
- Shift work

6) Foreign languages (if you have)

- Romanian (native)
- English (beginner/intermediate) etc.

7) Permit/courses (if you have)

- Category B Permit
- Course: _____

B4) How to arrange your resume so that it is easy to read

1. Put bold headings: **Experience**, **Education**, **Skills**.
2. Use bullet lists:
   - Click the dot icon (•) at the top of Home.
3. Leave spaces between sections (a clear line).

Simple rule: your resume should be clear, not long. Ideally 1 page (maximum 2).

B5) Common mistakes (and how to avoid them)

- ✖ childish email address → ✔ uses first name/last name
- ✖ very long sentences → ✔ short periods
- ✖ Too many personal details → ✔ only help with hiring
- ✖ Typos → ✔ reread once

Part 2: Simple Tables – No Complicated Math What is a Table?

A table is a sheet divided into:

- rows;
- columns.

We use it for:

- working hours;
- list;
- simple calculations;
- records.

What you will do in the course:

- You'll open a new table.
- You will write texts and figures;
- you will make a very simple calculation (addition);
- you'll save the table.

📌 Practical example:

We make a table with **monthly expenses** or **work schedule**.

You don't need to be good at math.

Part 3: Very Simple Presentations

What is a Presentation?

A presentation is a set of pages (slides) with:

- short text;
- titles;
- sometimes

images. It is used:

- at classes;

- training;

- sometimes when hired.

C. How to create a PowerPoint (PPT) presentation (step by step)

C1) Opening PowerPoint and New Presentation

1. Press **Start**.
2. Write **PowerPoint**.
3. Open the program.
4. Choose **Blank presentation**.

C2) First slide (title)

1. On the first slide, it says:
   - o Title: **Last Name Last Name**
   - o Subtitle: **Job Sought / Field**

Example:
- Title: **Ion Popescu**
- Subtitle: **I'm looking for a warehouse worker job**

C3) How to add a new slide

1. At the top, click **New Slide**.
2. Choose a simple template: "Title and content."

C4) What to put in a simple presentation about yourself (3–5 slides)

Slide 1: Name + what job you are
looking for **Slide 2:** Experience
(3 points) **Slide 3:** What you
know how to do (skills)
Slide 4: Availability (schedule, city, when to start)
Slide 5 (optional): Contact details

📌 Example for Slide 2 (Experience):

- 2022–2024: Warehouse worker – goods reception, labeling, order preparation
- 2020–2022: Cleaning operator – organization, compliance with procedures

C5) How to put points (list) on the slide

1. Click in the text area.
2. Click the dot icon (•) or type:
   - o Then you write each idea one at a time.

C6) How to add an image (if needed)

1. Press **Insert.**
2. Click **Pictures**.
3. Choose a picture (e.g. an icon, not necessarily a picture of yourself).
4. Click **Insert**.

Tip: For job presentations, less and clear than many images are better.

C7) How to save the presentation

1. Click **File/File**.
2. **Save As / Save As**.
3. Choose the "Work documents" folder.
4. Name: **Prezentare_Ion_Popescu.pptx**
5. **Save**.

C8) How to export as a PDF (if asked)

1. **File / File → Export** or **Save As**.
2. Choose **PDF**.
3. **Save**.

What you will learn:

- Create a slide.

- Write a headline.

- Add a few words.

- Save your presentation.

📌 Practical example:

A presentation about yourself:

"Who I am – what do I know how to do – what job I'm looking for".

How to fill in a Europass CV (step by step, for beginners)

Europass is an online tool of the European Union that helps you to make your CV directly on the website and download it in PDF format. https://europass.europa.eu/en/create-europass-cv

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0) Before you begin (prepare on a sheet)

To make it easier to fill in, write down:

- Name, phone, email (a serious address)
- City / country
- Last jobs (company, period, what you did)
- School/high school (what you finished)
- Skills (what you know how to do)
- Foreign languages (if you have)
- Courses/certificates (if you have)

Option 1 (recommended): with Europass profile (save and replay anytime)

Europass works very well if you create a **profile**: you fill in the data once and then you can generate several CVs.

Step 1: Log in to Europass

1. Open your browser (Chrome/Edge).
2. Search for "**Europass CV**" or go to the "Create your Europass CV" page.
3. Choose the Romanian language if it doesn't appear automatically.

Step 2: Create your profile (if you don't have an account)

1. Click on "**Create my Europass** ".
2. Follow the steps in the "profile" (it takes you like in a form).
3. Fill in one at a time (you don't have to have them all perfect from the first time).

Step 3: Fill in "Personal Information"

- **Name and surname**
- **Phone**
- **E-mail** (e.g., nume.prenume@...)
- **City / Country**
- (Optional) **Picture** – only if you want it and it's suitable for the job.

Attention: You don't need to put your CNP, ID number, etc.

Option 2: directly in the CV editor (without making a complete profile)

You can go directly to **the Resume Editor** and create a resume from scratch

or from your profile. https://europa.eu/europass/eportfolio/screen/cv-

editor?lang=ro

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1) How to actually complete your CV in Europass (section by section)

Simple rule: only fill in **what you have**. If you don't have something (e.g. courses), you leave it blank.

1. Personal data

1. Look for **the "Personal information"** section.
2. Click "**Edit**" (pencil).
3. Fill in the fields.
4. Click "**Save**".

Example correct email: dan.surdu@gmail.com
Example email to avoid: danutz_haide@...

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2. Work experience

1. Go to "**Professional experience**".
2. Click "**Add Experience**."
3. Fill in:
    o **Position** (e.g.: Warehouse worker)
    o **Employer** (company name, if you know it)
    o **City / Country**
    o **Period** (month/year – month/year)
4. Under "**Responsibilities / Activities**" write 3–6 short points.

Point pattern (very simple):
- Arrangement of goods on the shelf
- Order Preparation
- cleanliness and tidiness at work

If you have no experience: write "I have no experience" and emphasize volunteering, practice, family help, activities.

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3. Education and training

1. The '**Education and training**' section → '**Add**'.
2. Fill in:
   - **School/High School**
   - **Level** (middle school, high school, vocational)
   - **Period**
3. If you have a qualification (e.g., electrician, welder), write it down.

If you don't know the exact year: it's ok to put approximately (e.g.: 2005–2009).

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4. Skills

Several types of competences emerge in Europass. For beginners, the most useful are:

4.1 Personal/Social Skills

Good examples (choose what represents you):

- punctuality
- Seriousness
- Teamwork
- Attention to detail

4.2 Digital skills

It writes simply, true:

- "I use the computer at a basic level"
- "I know how to send e-mail"
- "I know how to write a document in Word"

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5. Foreign languages (Language skills)

1. "**Languages**" → "Add".
2. Choose the language (e.g. English).
3. Choose the level (beginner/medium/advanced – or the levels in the list).
   If you're not sure: you'd better set a more modest level.

6. Other sections (optional)

- **Driver's license**
- **Courses / Certificates**
- **Volunteering**
- **Hobbies** (only if the job helps)

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2) How to choose the template and how to download the CV

Step 1: Choose a simple template

1. In the editor, look for "**Templates".**
2. Choose a clear pattern with easy-to-read text.

Step 2: Quickly check before downloading

- Do you have the correct phone and email?
- Do you have the periods (years/months) to experience?
- Do you have 3–6 points on each job?
- Don't you have big typo?

Step 3: Download PDF

1. Click "**Download**".
2. Choose **PDF**.
3. Save to your "Work Documents" folder with a clear name:
   ```
   the CV_Europass_Ion_Popescu.pdf
   ```

Europass recommends that you download your CV when you finish it and keep it safe.

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3) Useful tricks (for the long-term unemployed / low level of education)

Write simply, not "nicely"

Better:

- "order picking"
  than:
- "optimization of logistics flows"

If you have breaks in work

You can write:

- "2021–2023: unemployment / job search"
  and put what you made useful:
- "qualification course", "family care", "casual work".

If you have done "casual work"

Write as experience:

- "Casual jobs (construction/cleaning/delivery) – 2023–2024"
  and 2–3 points with what you were doing.

Exercises for the course (very practical)

Exercise 1 (Word)

- Create a document called: **Cerere_angajare_NumePrenume**
- Write 5 lines (a simple request)
- Save as **DOCX** and PDF

Exercise 2 (CV)

- Fill in the CV template
- Put 3 points on "What I did"
- Save as **CV_NumePrenume.pdf**

Exercise 3 (PPT)

- Make a 3-slide presentation about yourself
- Save as **PPTX** and, if required, as **a PDF**

Module 3

Online job search

Why are we looking for jobs online?

Today, many companies **no longer display paper ads**.
They publish jobs **on the internet** and demand:

- CV sent online;
- contact email;
- sometimes filling out a form.

This module teaches you **exactly how to search, choose, and apply** without stress.

According to OECD analyses, people who know how to use online employment platforms significantly increase their chances of employment.

What will you learn in Module 3?

At the end of the module you will know:

- where to look for jobs online;
- How to read ads correctly.
- how to choose a job that's right for you;
- how to apply online (CV + e-mail / form);
- How to avoid fake ads.

Where are we looking for jobs online?

1.1 Job sites (most used)

In the course you will learn to use:

- private job sites;
- company websites;
- public websites.

In Romania, one important example is **ANOFM**, which publishes verified jobs.

☞ **Simple rule:**
Search 2–3 sites, not all at once.

1.2 Google search (very simple)

1. You open your browser.
2. You write:
   - o "Jobs + Your Job"
   - o "Hiring + My City"

📌 Example:
"jobs warehouse worker Brașov"

How to read a job advertisement

Not all ads are good for you. That's why you need to know **what to look for**.

3.1 What information is important

Read carefully:

- **the name of the job**;
- **working hours**;
- **location**;
- **what is required**;
- **what is offered**.

☞ If you only understand half, that's okay. The important thing is **to be clear what work it is**.

2.2 How to know if a job is right for you

Ask yourself:

- Can I get to that place?
- Can I work the program?
- Have we done anything similar before?
- Am I willing to learn?

📌 **Don't eliminate yourself.**
If you meet **some** of the requirements, you can apply.

How to apply for an online job

3.2 Email application (most common)

The correct steps:

1. You open the email.
2. Press **Write/Compose**.
3. Complete:
   - **To:** company address
   - **Subject:** Application for the position of _____
4. You write a short and polite message.
5. Attach your CV (PDF).
6. Click **Submit**.

📌 Use the email template learned in Module 2.

3.3 Application via online form

Some companies ask you to fill out a form.

How to do it:

1. Click "**Apply**".
2. Fill in the fields:
   - name;
   - telephone;
   - e-mail;
   - experience (in short).
3. You upload your resume.
4. Check everything.
5. Press "**Send**."

☞ If you don't know something, **ask at the course**. No one is born knowing.

How to organize yourself when looking for a job

Why is organization important?

When applying for several jobs, you can forget:

- where you applied;
- when;
- who called you.

Simple method (for beginners)

In a notebook or simple table you write:

- date;
- signature;
- Fasting;
- how you applied (email / website);
- answer (yes / no / wait).

📌 **Practical exercise in the course:**
Let's make a list of applications together.

Beware of fake ads!

Warning signs:

✘ Ask for money for employment
✘ ask for CNP, ID photo, bank details
✘ They promise "big gain without work"
✘ I don't say clearly which company it is

☞ **Golden Rule:**
A serious employer **doesn't ask for money** to hire you.

What do you do after you apply?

- Waiting for a response (3–7 days)
- Check your email daily.

- answer politely if you are called;
- You prepare for the interview.

📌 Even if you don't get a response, **don't give up**. Applying is a process.

Final exercise

- How many ads can I search for myself?
- What jobs can I apply for right now?
- What do I find the easiest?
- What else do I need to repeat?

Module 4

Using the EUROPA.EU platform

Search for jobs, courses and opportunities in the European Union

This module complements IT training with information **that was not included in previous modules**, but is **essential for professional mobility and career development** in the European Union.

The **europa.eu** platform is **the official portal of the European Union**, managed by **the European Union**, and offers:

- the largest job database **in the EU**;
- access to **courses and professional training**;
- information about **rights, work and life** in other countries;
- ideas and support for **starting a business on your own**.

☞ The module is **100% practical**, worked in the form of **applied workshops (workshops).**

What is EUROPA.EU platform?

https://europa.eu **platform** is the official website of the European Union.

On this site you can:

- look for **jobs in the EU** (through the EURES network);
- find **courses and learning opportunities**;
- find out **workers' rights**;
- Receive information about moving to another country.
- Discover ideas for **activities on your own**.

📌 **Important:**
The information is **official, safe and free**.

How to enter the platform (step by step)

Step 1

1. Open your browser (Chrome).
2. You write: **www.europa.eu**
3. Choose the Romanian language (top of the page).

Step 2 – Navigating the Site

On the main page you can find:

- Work and career
- Education and training
- Business & Entrepreneurship
- Life in the EU

☞ In the course, each section is explored **step by step**, without haste.

Job search in the EU (EURES)

What is EURES?

EURES is the European Employment Network. With EURES you

can:

- look for jobs in all EU countries;
- See the requirements for each job.
- Find out if you need a foreign language.
- See indicative salaries and conditions.

Practical workshop (on the course)

Participants will learn:

1. Go to the **Work section**.
2. go to **the Job Search (EURES);**
3. to choose:
   o country;
   o the field;
   o the type of work;
4. Read an ad.
5. save an interesting job.

📌 **Exercise:**
"Find a job for warehouse worker in another EU country".

Search for courses and training

On **europa.eu** you can find:

- free or low-cost courses;
- programs for young people;
- online courses;
- adult training;
- professional retraining.

Practical workshop

Participants will:

- look for a course that helps them with their work;
- check the duration and conditions;
- note which course suits them.

📌 **Example:**
Qualification course, language course, basic IT course.

Rights, work and life in another country

Participants will learn:

- what documents are required;
- what rights they have as EU workers;
- where they can ask for help;
- how labor systems in other countries work.

📌 **Key message:**
You don't go "into the unknown". Information protects you.

Final exercise (very important)

Each participant:

- choose **1 job** in the EU;
- Choose **1 course** that helps him;
- He says what step he wants to take in the next 3 months.