

**“A PROPOSAL TO ENHANCE JOB OFFERS TO MODERN LANGUAGES
STUDENTS“**

A THESIS PRESENTED IN ORDER TO RECEIVE THE DEGREE OF
PROFESSIONAL IN MODERN LANGUAGES

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INSCRIPTION

We would like to dedicate this paper to our Modern Languages colleagues, especially those working the night shift, for all students who seek better employment and recognition of their skills. Please continue working and strengthening your knowledge day by day. It's been said: "*work hard now and play later*". With all this hard work, we guess is our time to play. You, students will always be missed and we cherish the memories we had with you.

THANKS

We would like to give special thanks to ECCI University for giving us the opportunity to be part of the brilliant Colombia's future as professionals in Modern Languages, for sharing its facilities and giving us values and unique teachings. We also give special thanks to our degree project advisor Alexis Garcia, who gave us the tools and directions needed to do this project the best way possible, we know him more than four years ago, work with him on the project has been a stroke of luck.

Finally a special thanks for our families and teachers, those who joined us throughout our formation process, we appreciate all of your time, patience and strength without them this would not be possible today.

"It always seems impossible until it's done" - Nelson Mandela

ABSTRACT

A proposal to enhance job offers to Modern Languages students was an idea that was born back on 2012 during our first cycle at ECCI University; the idea was growing up and developing during our years of studies, thanks to conversations with students and businessmen besides with our job experience.

We used descriptive research, to identify characteristics of the population (students and degrees) and situation (job offer). Through this job we went deep into opinions, expectations and facts in order to suggest ways to enhance job offers for students and degrees of Modern Languages from ECCI University.

With the information collected we will suggest joins between ECCI and some companies with the intention of give better options for students and degrees at University and as well to show Modern Languages as a strong reliable and competitive profession and program.

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CHAPTER 1

INTRODUCTION AND BACKGROUND INFORMATION

Title of the Project

“A proposal to enhance job offers to Modern Languages students”

Background Information

In our previous work degree as Technical Bachelor in Modern Languages entitled “A proposal through strategic alliances to generate employment for Modern Languages Students”, it was sought to propose job options for career students in order to motivate and positioning Modern Languages profession into labor market.

The previous research provided us information as i.e., one of the most shortcomings that holds Modern Languages career was apprentices are leaving early their studies, since they not see a high labor demand to developing themselves as professionals once students successfully complete their higher studies; furthermore, we found that University is not offering a big quantity of job opportunities either to work in companies, to do internship or to have work experience through its employment web-site.

These weaknesses identified in our research degree made us think that the program needs to be positioned into companies as a necessity for communication in other languages, and demonstrating that ECCI students with degree in Modern Languages will be fully competent in labor field.

RAISING AN ISSUE

The new and updated Modern Languages study program of University, in which is presented a mayor and a minor in the curriculum, is offering to the student better options to enhance their strengths and seek job opportunities. Students are motivated with the new program of Modern Languages, but it is necessary to feel more confident when they will meet life's challenges head on work field.

Based on the previous work, we established which shortcomings in alliances strategies are, and we can prove that such deficiencies are the most principal failures where students are leaving early their studies. For this reason our degree project wants to emphasize in a proposal, at least areas, where students can really put their knowledge into practice i.e. at Embassies, Multinational, International Foundations, ONG's, Universities whether in Colombia or abroad

Therefore, and taking into account the last ideas we formulated the following question to guide the present document:

What is (are) the field(s) of actions that Modern Languages students should look for the development of their professional abilities?

JUSTIFICATION

The field development of Modern Languages students is extensive, because undergraduates can develop themselves in a lot of areas where competitively companies want to expand their business abroad and require professionals who may provide their knowledge for this purpose.

Many areas exist where bachelor in Modern Language might perform as a professional, but the University have not made an enough efforts to strengthen strategic alliances with enterprises like Translator's companies, Multinationals, Foreign Affairs Offices, Embassies among other in order for students to have a chance to make internships or job offers for students specifically language area.

At ECCI business practices, options for internships and job opportunities for students in this field of study are somewhat lagging behind other programs that have a better appreciation. Through this paper seeks to emphasize the search and give a proposal for the creation of new and better partnerships. Searching for these partnerships by the Academy in synergy with companies requiring multilingual staffs with commercial and administrative knowledge are the solution for business practices, practicums and even creating jobs for these students and that will be supported from the training process.

We want to suggest some areas with they could be a genuinely alliance for students and University can show that Modern Languages program is a strong, reliable and competitive profession.

OBJECTIVES

General objective:

Analyze the job opportunities and employments for Modern Languages students through observation of labor market.

Specific objectives:

1. To determine the different fields of action and employment opportunities for graduates.
2. To examine the job market offers for graduates and ECCI University students of Modern Languages.
3. To identify strategic joins between universities and companies providing related services to the career of Modern Languages and their degrees.

CHAPTER 2

THEORETICAL FRAMEWORK

In this chapter you will find previous investigations where you may observe findings that other students of ECCI University have discussed, researched, and presented in their written graduation projects. We considered important to highlight these in this research project to go deeper in the subject since those researcher spoke about same problem that degree students of Modern Languages have. Also, you will find the basis that this investigation uses for its development among with the theoretical framework which allowed us to show the expectation of Modern Languages students and possible fields to improve and work on.

State of Art

In this part, you will find some degree projects discussing some points that were important for our research. This Research was developed using the library of the ECCI and EAN Universities web pages respectively, and we just took the most relevant projects and data that could give us the information we were looking for. In this way, it was founded six degree projects that may cover our investigation and it is described from the most outstanding.

The first work research which talked about this problem was our previous degree research, “A proposal through strategic alliances to generate employment for Modern Languages Students” in 2013 by Ana Maria Estupiñan, Luisa Fernanda Ferrucho and Iveth Tatiana Luna. We contemplate important to relate it here because it talked about a creation of strategic alliances for building better job and internship options and is the base of this research work. Moreover,

this degree research found some shortcomings that were substantial in the investigation and one of the most important issues was lack participation of companies in job offers at the main work website that Universidad ECCI works alongside with Trabajando.com (Estupiñan, Ferrucho, Luna, 2013).

A second work researched pointed a same investigation, was “Labor projection to bilingual in French of modern languages” 2013, by Brian Leonardo Ruiz and Oscar Geovanny Ortega, in which they talked about that labor projection in the language of French in Colombia, and is ambiguous. It pointed to labor field in Colombia where students that have good French language skills could work; but in their research they found that currently in Colombia that labor field is closed, and there are just a few positions that a Professional in Modern Languages with French emphasis could work like teacher, international trade, international relations and at call center. However, there are good options for continuing master studies in a country as France or Canada in Careers such as Languages, Letters and Human Sciences, Political and Economic Sciences, Physical Education and Medicine. After one of this master studies the graduated might work at organizations as UNESCO, ONU, OEA and Chamber of Commerce (Ortega y Ruiz, 2013).

In third place, it was analyzed a work research titled “Current analysis about competences that a Commercial Company requires from a Modern Language Student” by Yasmin Gutierrez Granados, 2012. This is a case study of the enterprise “Belleza Express S.A.” and talked about importance of how a Modern Language student can work in a small company in order to expand their commercial and sale department and satisfy their customers, go beyond borders and get into International markets that is the purpose of small and medium companies in Colombia nowadays (Gutierrez, 2012).

The next work research that was relevant for our research was “Bilingual in PYMES (small and medium companies) in Art Area” by Gustavo Roberto Serpa Mosquera and Joibert Osorio Gonzalez, 2012, and in this work we found that the project was carried out based on Free Trade Agreement and its benefits according to Ministry of Commerce, Industry and Tourism on the great importance to speak a second language for interaction with foreigners. They found that craftsmen are very interested on learn a second language as a way to improve its sales and to help foreigners who come to the country and also to export their handicraft products abroad (Serpa y Osorio, 2012)

Another work research for this investigation was made by Fanny Lucia Burbano Sanchez, 2011 “Analyze the necessity of a second language use into Colombian companies” in which she expressed that today is important to have a person who knows a second language in a Company and what is the approach of this to do international deals. Also, is important that this professional has knowledge in International Relation and International business to be more competitive in labor field. In her conclusions she stood out that be more competitive may enhance international market of the company. Furthermore, she said that knows about commercial culture is important to reach in good terms a deal.

Last work research is titled “Importance of the English language to Pymes businessmen in Colombia” and in this project researcher focused on expectative of PYMES businessmen to hire people that speaks another language, and to teach people who are working in companies as an alternative to improve English language is not an option since it will be a great investment for the enterprise (Monealegre, 2011).

Despite of these previous researches, only our previous degree-work was a support for this investigation. First of all, because we tried to give other options for students of Modern

Languages and demonstrated that this career in fact has several job opportunities. And finally, because other degree-works did not point to search strategic alliances to Modern Language undergraduates but to talk about necessity of use a second language into a companies in Colombia.

Furthermore, we reviewed EAN website, which is the only University in Bogotá who has same student profile as Universidad ECCI gets. In this research, we found that EAN holds different agreements and strategic alliances with Associations as ASCOPI, ANIF, ACBSP, ANDI, ACOFI, and Chamber of Commerce COLOMBO-CANADIENSE among others and besides international exchanges with outstanding universities around world. Even though EAN holds such alliances with this associations that gathered information and requirements to offer a place or position, student should seek by their own the possibility to gain or reach one of this places.

Despite of information collected, we considered that Student of Modern Language from Universidad ECCI has faculties, competences and is able to work into any company where is requires its professional profile.

Theoretical Framework

In this part, you shall find theories that are important for this research, (i.e. importance of human resources at the moment to hire someone) which are the main standards and characteristics that an applicant has to hold. Furthermore, we talked about how globalization is important for new enterprises and how this affect companies nowadays, and finally Multilingualism and its effects into a company.

Our first theory is about Human resources and how its advance is affecting hiring of workers. Nowadays, the way to find a job has completely changed from the past. Twenty years ago incumbents needed to send bunch of Curriculum Vitae to the different companies in order to seek a job, and also, the Department of Human Resources filed all those applications in piles of paper; on the other hand, in the recent days applicants just need to search online what they want, where they desire to work, what area they want to perform themselves, update their CV's and finally send through net their application (Estupiñan, Ferrucho y Luna, 2013, p.16).

According to Spanish writer Raquel Gonzalez Sabin in her book "*Nuevas Tecnologías aplicadas a la gestión de recursos Humanos*" – *New Technologies applied to Human resources management* – E-recruitment has been a digital revolution in Department of Human Resources "*... se abre una nueva posibilidad de selección de personal como alternativa a los métodos tradicionales (...) apoyada por el auge y vigencia de las TIC's*" (Raquel Sabin, 2005, p.17), because it could implement new forms to recruit employers posting specific competences and qualities of applicants, taking advantage of all those tools that ICT offers. In other words, recruitment has had a complete change since last century, and it is important for all applicants to be prepared for new challenges, examination, interviews that now are taken position into the different companies that carry out those tests. At this moment 82% (Maria Isabel Rueda, Revista Dinero, 2013) of world companies use to website in order to offer their products and content of their own companies. Job Boards are another effectively instrument used by candidates, and have been used for more than ten years. Currently, web sites have none any limitation (Revista Laboral, 2015), any candidate might apply to any job through Internet, and companies have had to improve their technological and technical resources to find the correct candidate for their

needs. Additionally, enterprises must keep with today's technology in order to supply and fill all position with competence workers.

In fact, "75% of Latin American Bachelors seek a Job through websites" (Universia.com, 2015), an affirmation that *Universia.net* done in its website after has made a survey with Spanish speakers like Chile, Mexico, Colombia, Peru among others, and outcomes where that 31% of candidates got a job through web. *Trabajando.com* and *Universia.net* work alongside and most of Universities work with both to help students for seeking internships and jobs not only in domestic country but also abroad. Finally, Career networks (*Intranet.Birmingham*, 2015) are another way to find a job or internships, those are created by own companies in their websites, thus directly they can find depend of their field the accurate incumbent for working with them. As well as, some universities get into their websites, to support and facilitate students including but not limited how they can apply for a Job, get advises, creation of CVs and Covering Letters.

To sum up, there are important things to know when applying for a job; how to make a cover letter, to know about companies and its requirements, and also to practice some psychological examinations and test that are making for a position is important nowadays to be prepared, and to see, indeed, where Student of Modern language really can apply and be effective in the field job.

Another theory that is important for this research is Globalization and how this new trend is important at moment to companies contract the correct person for their positions. Globalization is a modern trend that has to be analyzed from various perspectives (*Definicion.de/globalization*, 2015). This term has been defended from theories as Neoliberalism from point of view of International Monetary Fund and the World Bank, where they defend this phenomena and affirm that globalization allows either companies and countries may expand and

hire more people for tangible economic growth, this phenomena it is defined as a manifestation since last century whichever in cultural, technological, social and economic aspects modifying old concepts into companies and forcing them to be at forefront.

First of all, globalization is a powerful word that means that you can do anything in anywhere as Philippe Legrain said *“The beauty of globalization is that it can free people from the tyranny of geography. Just because someone was born in France does not mean they can only aspire to speak French, eat French food, read French books, visit museums in France, and so on. A Frenchman - or American, for that matter - can take holidays in Spain or Florida, eat sushi or spaghetti for dinner, drink Coke or a Chilean wine, watch a Hollywood blockbuster or an Almodovar...”* (Phillipe Legrain, Cultural Globalization is not Americanization, 2003)

Globalization is a manner that people today can have experiences, live in other countries, take choosing of what they desire to study, where they want to work and in what way they want to have their family. Nowadays, enterprises know that globalization is the approach that they can expand their company, and not only for people of domestic country, but the entire world wherever their products or services can be reached.

In his book “Open world”, Philippe Legrain, a journalist from The Economist and writer of several books about globalization, describe globalization as, *“countries could be richer and people could be freer”* (Loungani, 2004). He explained trade freedom is a fundamental mechanism for poor people that may benefit of integration of the world economy. This affirmation allow us to set down that companies need hire people who are able to do negotiations, close deals and sell products abroad and into those deals it is possible to have the manufacturing of some products overseas as we can currently see. In fact, globalization are affecting in good manner the industrialization on this world, but even for going beyond limits of

company should have correct infrastructure to managing procedures well. However, in Colombia globalization has been a challenge, because, even though Colombia has developed great deals with overseas companies, infrastructure in our country has been a problem for some industries, and issue than government has tried to resolve in the last ten years (Universia, 2013).

Summarizing, globalization is a trend which is defended by powerful Bodies around the world, even there are some countries that reject this trade form. Trade freedom is important for countries to go beyond borders, and show what they have and what they want to sale, services and products; making decisions about how companies may go into international markets, positioning themselves, and for this aim companies require accurate staff in order to reach such deals.

Last theory, is Multilingualism, the correct way to communicate around the world. We know that most of the countries throughout the world speak English either as a mother tongue or a second language, being English the international language for business. Even though currently English is the third language most spoken in the world after mandarin and Spanish according to 18 edition of ethnologies, 2015 (Wikipedia, Anexo Idiomas, 2015), most of the negotiations and companies use to speak English as their International Lange. Bilingual people have a special advantage over their monolingual counterparts *“In today's global economy, the ability to communicate is key, and as more companies expand internationally, the ability to communicate in another language has become a significant advantage in the workforce (Iseek.org, Paula Andruss, March 2008)”* for Colombia communicate in other language for business is important, these days we have significant agreements overseas and these negotiations are conducted in English or even could be done also in French, German, Mandarin or other idioms that are used

now into companies either because multinational companies are coming to Colombia and establishing their facilities or because Colombia is exporting domestic products abroad.

In fact, the profile of the student allows to develop them into organizations where organizational process are related to negotiation, trade foreigner and communication for enhance operational and administrative procedures, areas like tourism, hotel, multinational, embassies, foundations, and technology companies which desire to globalize them and increase their incomes (Estupiñan et al, 2013). Furthermore, degree of Modern Language students are able to communicate in English, French and German which become them as an aggregated value for applicants in an interview; and for headhunters currently is remarkable to hire people who does and closes deal in native languages of the companies *“If you're doing business overseas, or with someone from overseas, you obtain a certain degree of respect if you're able to talk in their native language (Paula Andruss, March 2008).”*

Summarizing, people who currently speak another language may work ease in the global market, as well as their incomes will see more increases for such plus that they have, even people who not only speaks English but French, German, Mandarin, Russian among other surely are going to be highlighted for headhunter instead of monolingual counterpart.

CHAPTER 3

METHODOLOGY

Through this chapter, it is sought to explain the process of data collection and the use of qualitative and quantitative information to get the results, the aim is to analyze the findings and provide a report with the most important data of our research. According to Guillermo Briones, renowned author and researcher,

“The term investigation that, in general, it means to investigate or look, when it is applied to the social sciences, it takes the specific connotation of creating knowledge on social reality, that is to say, on its structure, the relations between its components, its functioning, the changes that the system experiences in its entirety or in those components” (Briones, 2002, p.19).

Joining this concept to our project, we provide a summary of data to show a new vision of the social reality (labor market) and the relation among the subjects (degrees, entrepreneurs and ECCI University).

The methodology used through this job is *descriptive research*, it addresses the "what" question (what are the characteristics of the population (students and degrees) and situation (job offer) being studied. Hence, research cannot describe what caused the situation with job offers from ECCI towards its students and degrees. Often the best approach, prior to writing descriptive research, is to conduct a survey investigation. This is the main reason for us to create and develop interview for entrepreneurs, students and most definitely degrees from Modern Languages career as well as the observation to support this information. Through the descriptive

research that frequently has the aim of describe and analyze some behaviors or trends, we would like to study them and look for improvement ways for students and degrees.

The *Descriptive method* is used to describe characteristics of population or phenomenon being studied. It does not answer questions about how/when/why the characteristics occurred. Rather it addresses the "what" question (what are the characteristics of the population or situation being studied?) characteristics are used to describe the situation or population is usually some kind of categorical scheme also known as descriptive categories.

“The description is used for frequencies, averages and other statistical calculations. Often the best approach, prior to writing descriptive research, is to conduct a survey investigation but qualitative regularly has the aim of *description* and researchers may follow-up with examinations of why the observations exist and what the implications of the findings are” (Wikipedia/Descriptive research, 2015).

Additionally to tackle the approaches of field work of the human sciences or in any other field sends to look so much at the reality itself as the way of producing, deliberate and methodical, knowledge on her. As regards the above mentioned, Taylor and Bogdan (2000) indicates “what it defines methodology is so much the way how we focus the problems as the form in which we look for the answers to the same ones” (p.5). It means that we are trying to find results not to identify main problems but to provide a real context that can generate better options to the degrees.

Founded on the previous thesis “A proposal through strategic alliances to generate employment for Modern Languages Students”, are presented the results of the analysis in the field and job offers for Modern Languages students and degrees, showing some suggestions and possibilities seen through investigation related with job offers.

To initiate the use of instruments, *Interviews and Observation* are considered the primary research in order to know the position of entrepreneurs along with the opinion of students and ECCI's representatives about employment expectations in this career. To approach this goal, we are conducting a qualitative analysis through in-depth interviews because this kind of method allows some flexibility in terms of the interviewee's responses but it is designed asking questions with an interview schedule (Woods, Martin, *Interviewing for research and analyzing qualitative data: An overview*). Furthermore, gives to our research deductive information which will be analyzed under the method descriptive statistics, used before to get the results about expectations on employment market and students profiles.

Descriptive statistics is the term given to the analysis of data to describe, show or summarize data in a meaningful way, which allows simpler interpretation of the information (The Difference Between Primary and Secondary Sources of Data). This kind of analyze also help us to understand the current position of companies, degrees and university in order to settle the right alliances. The best way was developing tables and reports that summarize the evidence, detail descriptive information and classifying other key characteristics from data collection. In addition, material like previous investigations, official statistics, educational reports, web information and historical data is included in theoretical frame and also in the background of the methodological study as secondary resources.

Another instrument to support the interviews results is the *direct observation* to get data from real companies and job boards to provide strong arguments to have a strategic alliance. What is being sought is to inform some quantity data to identify the number of job offers and areas of common into the labor market.

First at all, *direct observation*, also known as observational study, is a method of collecting evaluative information in which the evaluator watches the subject in his or her usual environment without altering that environment (job boards). Direct examination is used when other data collection procedures, such as surveys, questionnaires, etc., are not completely effective; when the goal is to evaluate an ongoing behavior process, event, or situation; or when there are physical outcomes that can be readily seen. “Structured direct observations are most appropriate when standardized information needs to be gathered, and result in quantitative data” (Holmes, 2015), as we need the general view of labor market in numbers and rates.

Returning to the interview methodology, we considered appropriate to use a structured interview, in the development of a designed interview guide or questionnaire required a clear topical focus and well-developed understanding of the topic at hand. A well-developed understanding of a topic allows researchers to create a highly structured interview guide or questionnaire that provides respondents with relevant, meaningful and appropriate response categories to choose from for each question. Structured interviews are, therefore, best used when literature in a topical area is highly developed or following observational use and other less structured interviewing approaches that provide the researcher with adequate understanding of a topic to construct meaningful and relevant close-ended questions (Qualitative Research, 2015).

The interview objective is identify issues and/or opportunities, conducting an internal and external assessment to understand what is happening with the labor market, Modern Languages degree’s profile and the companies which can have an alliance with ECCI University. According to the published profile of Modern Languages in ECCI portal, are identified three market sectors as external subjects (industrial, commercial and communicative companies) and also, the people

from ECCI community who has to be consulted (Modern Languages staff and last Semester students or degrees).

The interviews were done between June and July of 2015 by the researchers, Luisa Ferrucho, Ana Maria Estupiñan and Tatiana Luna, and after pilot tests it is decided to add new questions to deepen or specify some topics that could be open. For example we add a new questionnaire for the social outreach area that we did not know before and closed some questions like “Do you think that you should perform additional studies to achieve a good position? And what kind of studies do you need?” Into this process, seven students, three ECCI’s representatives and four entrepreneurs are consulted doing around 10 questions looking for additional information if it was necessary. Those interviews were classified in category matrix that can be seen in the appendix of this document, and helped us to get the main ideas of each category.

Following the explanation of instruments, *observation*, particularly participant examination, has been used in a variety of disciplines as a tool for collecting data about people, processes, and cultures in qualitative research (Qualitative-research.net, 2015). The second research instrument used in this project is observation and as its name implies, seek to observe in detail the set of data that we need to support the interviews results. It is a simple count in that observer put the information from job boards in a data sheet. For this, it was necessary to parameterize the standards of review through a format that determines that requirements that will be discussed based on the objectives of this research.

The aim of this instrument was count the amount of available offers, to determine the characteristics of those jobs and recommended strategic alliances that could benefit the students. All of this was focused in the ECCI’s degree profile and the job boards were chosen according to

the article “*Top 10 de los buscadores de trabajo en Colombia*” by Angelina Araújo Cabarcas, which states Computrabajo and Elemplo as the main job boards in Colombia. In addition, is included the job board from ECCI university Portaltrabajo.ECCI.edu.co. And Universia and Freelance known for college students jobs and working from home related with translators and text editors.

It was designed a first form to do the observation, *Observation Form V.1*, but in the process was relevant to add some fields that were considered necessary like city and salary for Junior and Senior professionals, so the final format was *Observation Form V.2*. The schedule was planned to do it on July 5th looking for a time range of 30 to 60 days depending on the job board, and 5 pages were observed on that date getting numbers and percentages in each category.

At the end of this process, we found that embassies and governmental entities do not use job boards to recruit employees, for that reason it was determined to do more observations in the official pages of five embassies (United States, United Kingdom, France, Germany and Canada) as well as the page of the Foreign Affairs Office in Colombia to know the requirements to apply for a job. The data were consigned in forms created for this kind of observation, *Observation Form V.2.1*. And are attached some documents as examples of job offers in those entities. (Appendix).

When interviews and observation were done, we started with the sorting of data. The qualitative analysis is made through the classification of topics and subtopics to create categories, patterns and units in diagrams or mind maps called data matrix.

CHAPTER 4

DATA ANALYSIS

According to our objectives and after the interviews and the observation, additional descriptive data was collected to build a database that will reinforce the results and could help us to identify other pertinent information. It is important to have the economic and political context to determine if the answers of those consulted are workable.

The main objective for this degree project was to analyze job opportunities for Modern Languages degrees; reasons why we use descriptive method in order to analyze students and degrees behavior and opinions about different aspects that highly concern ECCI's community. We created categories to sum-up results, we created the following categories: Modern Languages environment, Student's profile, Internships, Languages, Acknowledgement/ECCI portal, Professional skills and Projects.

At first, it was found that a Professional without experience does not have the same opportunities and salary that one who has it. It means that a ECCI's degree in Modern Languages needs some previous working with idioms and business, meanwhile the observation provided the following results: English represents the 89% of the vacancies in job boards, followed by French 7%, and German 4%, related in most of the cases with business (Assistance) and industry, in fact, the German positions are need in engineering multinationals but the level has to be high. The observation in German embassy was done, level B2 – C1 is necessary for the candidates, making an ECCI Junior degree not applicable for it.

Another finding is the fact that entrepreneurs do not know Modern Languages curriculum of the ECCI University and when they were asked about what kind of professional they

visualize, the answer were as teachers or translators, but not people who knows about business and can help with the internal and external communication for enterprises. Employers do not know a profile like ECCI's, even when the official portal has a button to companies which are interested in students, but there are not too much marketing or information about it.

Following the topic of ECCI portal, we found some similar behaviors and opinions in undergraduates. As explained before, ECCI University has a job portal that offers employments with different companies to its students, through interviews with apprentices and degrees we found out students do not trust this job portal because it is crowded of job offers for other careers like engineering; this is highly related to ECCI bigger careers (Engineering) and general recognition from community.

Also most of the students uploaded their CV but never received any call or email from companies looking for their labor, according with this there is not high demand of Modern Languages students in this portal and companies do not have enough acknowledgment of this ECCI program. Finally offers like call center operators are not popular between students due to salaries and required skills, professional degrees are looking for better employments in which they can use the three languages and administrative knowledge, reasons why degrees and students that are currently working did not find job through ECCI's job portal. Existing job offers are not taken into account by students and modern languages career is not as popular as other ECCI's programs.

As we know, internships are the first window for undergraduates getting experience. Job life is completely different than academy, therefore, for degrees in Modern Language is really necessary gain this experience into labor market since better way to improve languages is daily practicing. Currently, in Colombian First Job Law is good way to promote and positioned

program of Modern Languages into Multinationals, Embassies and even Foreign Affairs Office because this law permit students to get experience into fields by which was designed student profile.

Indeed, as previous shortcoming found, internship for Modern Languages students is not wide as apprentices thought. There are just one or two companies which right away are working with program of Modern Languages. Even though such internships allow students to get a real and true experience with native people, until this moment this experience is for few interns.

Other important outcome is that ECCI students are aware about the professional stage after the college; this is an issue that results from six projects which have been made in the last three years related with the importance of the languages in the companies and their applications in real market. A worry of students is the quality of their knowledge to be able to compete in that market and a lot of them are not confident about take a position in which they have to talk fluently in another language about business.

In keeping with this idea, we asked about professional skills and future plans, and we found that most of the students would like to study other career, do a master or having their own company. Some students want to study abroad; be official translators mostly in English and German, they also would like to study management, marketing and finance. For businessmen, languages are important but aspects like personality, discipline and proactiveness are required as well, they are looking for a high quality certification into their companies and also they look for degrees of high quality accredited careers. For those reasons, most of modern languages degrees will continue to studying and developing into management or translation, headhunters and psychologists look for knowledge of idioms but as well social skills like above mentioned.

The situation in many cases is the lack of information. Using new technologies as we pointed in theoretical framework is the easy way to look for a job but the important is to look in the right place. Maria Isabel Rueda posted in their article for the Dinero Magazine, “*At this moment 82% of world companies use to website in order to offer their products and content of their own companies or in job boards*” (revista universo laboral, 419 portales de empleo en el mundo), it means the information to apply is linked in most of the cases in their websites, seeking out for the right tag or the correct key word.

If globalization is defined in the page sixteen as the phenomenon that allows companies and countries to expand their products and have a tangible economic growth, hire specialists in languages and business is real need for enterprises.

However, even though we found some fails since program started, we realize that Faculty of Modern Languages is making a great effort to improve either curriculum with better emphasis and get more agrees with companies and now are working with a network in order to offering students better options for make their option degrees and gain experiences abroad, do seminars throughout United States and why not take a place work in an American company.

As we mentioned, ECCI students directly compete with EAN University in field of Modern Languages. Knowing that EAN is recognized, expensive institution and it has extensive experience in business and administration, we understand that ECCI holds tools and also experience to train excellent students for working in Multinationals, Embassies and other areas where degrees may work with same or even better skills that other universities. ECCI has excellent professors and academic level, though is recognized for other careers, now program of Modern Languages is the three curriculums with more enrolled students. This indicates that

Modern Language Program is the future career and it is well focused towards business and administration.

Finally, in our research we found a big opportunity for those undergraduates from Modern Languages that would like to do a specialization in diplomatic career. In our observation we found that Colombian Foreign Affairs Office every year choose professionals from different areas through national selection competition for taking place into this career. This is a long process, but according with requirements a Modern Languages Professional is the accurate candidate for one of this position. Has a degree, knowledge at least one language and bases in international affairs are requirements for submit application.

Summarize, according with our objective that was to analyze job market from different fronts such as students, entrepreneurs/workers, and ECCI officers, we found that all opinions go straight forward same problem: positioning of the career into market, get more internships, make agreements with international universities to students gain experience and wide job offer. Is not easy job for University and it is realizing that for maintain a status in academic level is necessary to strength program and staff and enhanced every time.

CHAPTER 5

CONCLUSIONS

In relation with our main objective, analyze the job opportunities and employments for Modern Languages students through observation of labor market, is important to point out that field development of students has to be extensive according to the ECCI's profile, but a real vision of the labor market show us specific areas and skills that are required by companies in relation with this profile. During our project, we found some opinions from different ECCI's members about the present and future for ECCI students, how easy or difficult is find a good job and if learnt skills are enough to compete in the labor market. Through this chapter we want to highlight the greatest options that university should take into account to develop strategic joins and agreements with external entities, in order to provide options and guidance to students about to start a professional life after degree.

As we know Modern Languages program is a fresh studies program in comparison with other ECCI's programs. Idioms knowledge was mainly related with teaching and pedagogy, but now some universities have this career focused towards business and management. The College wants to change language knowledge concept and show a way to train up new professionals for working into multinationals and fields where communication in other languages is completely necessary due to our globalized world that has changed the way to do business. Reasons why companies in Colombia have to invest in English courses for its employees, since now communication skills in other languages are required.

Entities like Embassies, Multinationals companies, tourism agencies, hotels, etc. need profiles like ECCI's Modern Languages degrees. Causes why we suggest doing strategic joins

with some companies where student and degrees for Modern Language be able to work showing their abilities, capability, skills and compromise as an apprentice from ECCI University.

Through investigation, interviews and observation we found out what are the skills needed to fit in these type of companies mentioned before where a degree the *La Langue* can work applying knowledge and growing up in his professional life. Additional studies about marketing and management are highly appreciate by companies and searched by degrees, also different abilities like discipline, respect, proactiveness, innovation, etc. are required; as well deeper knowledge in idioms are goals for degrees that actually want to have their own translation agency by using all languages in all communicative ways.

With all the information collected we would like to give suggestions to ECCI in order to help students and degrees to be placed on good jobs and companies where they can use their knowledge, for that reason, we are including in Appendix the forms to apply in embassies and the new resolution of diplomatic career in Colombia, since we consider are the options in labor market for idioms students, which have not been taken into account so far. Those options are a new field to explore with the support of the social projection area, not only to assist the students in the professional stage but for positioning the University in renowned institutions.

To do so, it is very important being clear about what kind of Professional is releasing the ECCI. The skills that made them different and competitive from other languages students in Colombia and the added value that is able to bring into the workplace. As a result of our interviews, was found that ECCI representatives consider that what make different students of ECCI is the facilities to study this kind of career, in brief, an economical issue, but we want to invite them to think about the abilities and characteristics that the students should develop in the future to represent the program and the institution outside the college community.

But, we also need to consider the possibility that suggested joins could not be done by ECCI University and involved areas, main reason can be that Modern Languages program needs more involvement and general recognition between community and companies. University can work harder to get high quality certification with the program and improve marketing strategies with the purpose of show it and bring students and new opportunities. ECCI is known for engineering and not for humanities.

Another reason for not accomplish our goal with suggested joins can be the language level that current students and degrees have. ECCI is not giving classes to get a language level certificate like: IELTS or TOELF (English), DELF or DALF (French) either TESTDAF (German) all these exams and certificates approved by the Common European Framework of Reference for Languages (CEFRL) are globally recognized and accepted to prove language level, some of them have a lifetime duration and this is something that a degree diploma does not give.

As we know, those certificates are expensive either for University and for students, but joined with an organization that addressing students to get such certificate alongside recognition from University may guarantee for degrees a better level in their languages and feel more confident about them communication skills.

Nonetheless, we also want to highlight another issue that are generating current situation. We analyzed and observed different directions and possible areas where apprentice of Modern Language might work and show its abilities. But also we have into account that now unemployed rate in Colombia and high requirements demanded from Multinational at this instant are a block for students in any area, even for degrees the *La Langue*.

Even though, Modern Languages undergraduates have skills and experience to develop and show their abilities into important companies, however, current competence is higher and tests performed every day are more specific for each department. As some of student interviewed stated that they would like in few years get promote and reach positions according with their studies and get a labor stability, they are aware that competence and be prepared is necessary for obtaining such office into multinational, embassies or any other important company either in Colombia or abroad.

Summarizing, Modern Language students have a huge area to develop themselves as professionals. In other words, following the specific objective of determine the different fields of action and employment opportunities for graduates, we can report that degrees could work in Embassies and Multinational as well as Government entities to demonstrate their capability in idioms. However, lack of experience through career is the most common shortcoming with the apprentices, because companies prefer expertise people in the area.

Furthermore, companies are demanding good skills communication in two or three languages depending on the company, but also to demonstrate this, they are requiring international certifications in order to meet with profile of vacancies. If university joined with an organization to provide this certification on expenses of students, we consider that will open a window motivate students to be more prepared and compete with other applicants.

There is also opportunity to improve with master and specializations in several studies, but Colombian Foreign Affairs Office offer a complete course of diplomatic career and also offer the position inside the different consulates and this profile is directly addressing to degree of Modern Languages and we realized is a good option to offer it for having a good job.

RECOMMENDATIONS

Modern Language's program is not recognized yet into labor market, as University and students would like, however, with the above analysis of the labor market, we suggest ways to improve current career state; working together with companies and other government entities would be good options for placing the program. Please find below the following recommendations.

Colombian foreign affairs office, Banks, tourism sector, Embassies and Multinationals are directly areas where an apprentice of ECCI University from the Languages program could work and perform themselves with basis given by professors and the academy. In addition, we found that specializations in management projects and international business are the most interesting studies for students of Modern Languages to improve their knowledge and be more competitive into companies. Furthermore, Colombian Foreign Affairs Office offers diplomatic career which as we said is a different option for students of Modern Languages.

It is also important for us and for University that other students continue this project and propose more companies and areas in order to find internships, job experiences and open a window for future students interested in positioning the career either in Colombia or abroad. We expect ECCI University may be recognized not just for engineer career but for humanities as well.

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LIST OF ILLUSTRATION

Figure 1- Annex A Research Schedule

Activity Schedule																											
	abril				mayo				junio				julio				agosto										
Literature reviewing	█	█	█	█																							
Objectives, justification and background information Design.	█	█																									
methodology design		█	█																								
Theoretical frame design		█	█																								
Research design		█	█	█																							
Data collection					█	█	█	█	█	█	█	█															
organization of data									█	█	█	█															
Analysis and data interpretation									█	█	█	█															
Academic essay elaboration													█	█													
outcome report elaboration													█	█													
tutorial	█	█	█	█	█	█	█	█	█	█	█	█	█	█	█	█	█	█									
Degree project dissertation																	█	█									

Figure 2 – Annex B Questionnaire V.1

Graduates Questions (Last semester students or degrees)

1. Which employment expectations do you have with your recent degree?
2. Have you had any work experience related with the knowledge that you learnt during the career? If yes, please share with us details about pros and cons.
3. What areas of the labor market, do you consider are appropriated for Modern languages degrees?
4. What position do you expect to have in the next two years?
5. Do you think that you should to perform additional studies to achieve that goal?
6. Have you submitted to calls for embassies? If not, could you tell me your reasons?
7. Do you know the University's job portal? Did you ever use it to find work?
8. ECCI had showed you options for professional practices? If ECCI have them, would you take them as a degree option?

ECCI's Representatives Questions

1. Could you tell me please the basis for the Modern Languages profile listed on the official ECCI's website?
2. There was a change in the career's pensum, going from 10 to 8 semesters and allowing a deepening in French or German. What caused this change? Is it related with the demands of the labor market?

3. According to the ECCI's degree profile, what skills have the ECCI's students to compete for a job with other languages professionals?
4. And which disadvantages may have them regarding to its competitors?
5. What agreements do you have, to internships or jobs in the professional stage?
6. And, what are the requirements to arrange an agreement between the university and a company?
7. Have you worked previously in having a partnership with embassies or translation offices?

Labor Market Questions

1. Could you tell me please, what does your company do?
2. Do you know the profile of Modern Languages students?
3. And, have you heard before about the Modern Languages program in ECCI University?
4. What skills should have a bilingual employee within your company?
5. How often do you have calls for positions which require languages? and what languages are most needed?
6. What other requirements do you have (In addition to the degree), for a job candidate?
7. Do you consider strategic partnerships with universities would be beneficial for the recruitment in your company?

8. Your company would offer internships for degrees or students in last semesters of Modern Languages?

9. And would you like to receive more information about the college and the program?

Figure 3 - Annex C Questionnaire V.2

Graduates Questions (Last semester students or degrees)

1. Which employment expectations do you have with your recent degree?
2. Have you had any work experience related with the knowledge that you learnt during the career? If yes, please share with us details about pros and cons.
3. The company you work, requires a language certification?
4. What areas of the labor market, do you consider are appropriated for Modern languages degrees?
5. What position do you expect to have in the next two years?
6. Do you think that you should to perform additional studies to achieve that goal?
7. Have you submitted to calls for embassies? If not, could you tell me your reasons?
8. Do you know the University's job portal? Did you ever use it to find work?
9. ECCI had showed you options for professional practices? If ECCI have them, would you take them as a degree option?

ECCI's Representatives Questions

1. What is the main objective in social projection for modern languages?
2. What is the Modern Languages profile in ECCI?
3. According to the ECCI's degree profile, what skills have the ECCI's students to compete with other languages professionals?
4. And which disadvantages may have them regarding to its competitors?

5. What agreements do you have, to internships or jobs in the professional stage?

6. And, what are the requirements to arrange an agreement between the university and a company?

7. Have you worked previously in having a partnership with embassies or translation offices?

Labor Market Questions

1. Could you tell me please, what does your company do?

2. What is the first thought when you think in Modern Languages Professionals?

3. And, have you heard before about the Modern Languages program in ECCI University?

4. What skills should have a Professional in today's world?

5. What other requirements do you have (In addition to the degree), for a job candidate?

6. What is better, experience or knowledge?

7. Do you consider strategic partnerships with universities would be beneficial for the recruitment in your company?

8. And would you like to receive more information about this kind of students?

Figure 4- Annex D Observation Form V.1

OBSERVATION FORM		No. _____
Virtual Job Boards		
Date	_____	
Name of the Website	_____	
Country	_____	
Web Address	_____	
Requirements to apply	_____	
Time Frame	From: _____ To: _____	
Quantity of offers with the key word "Inglés"		[]
Quantity of offers with the key word "Francés"		[]
Quantity of offers with the key word "Aleman"		[]
Quantity of offers with the key word "Lenguas Modernas"		[]
Ideal working areas for Modern Language Students <i>Quantity of offers</i>		
* Industrial Area		[]
* Commercial Area		[]
* Communicative Area		[]

Firma del Observador		

Figure 5 - Annex E Observation Form V.2

OBSERVATION FORM	
Virtual Job Boards	
Date	
Name of the Website	
Country	
City	
Web Adress	
Requirements to apply	
Time Frame	From: _____ To: _____
Quantity of offers with the key word "Inglés"	
Quantity of offers with the key word "Francés"	
Quantity of offers with the key word "Aleman"	
Quantity of offers with the key word "Lenguas Modernas"	
Ideal working areas for Modern Language Students <i>Quantity of offers</i>	
* Industrial Area	
* Commercial & Managment Area	
* Communicative Area	
Salary Range for Modern Language Degrees In Currency COP	
* Whitout Experience	
* With proven Experience	
<hr style="width: 50%; margin: 0 auto;"/> <p style="margin: 0;">Firma del Observador</p>	

Figure 6 - Annex F Observation Form V.2.1

OBSERVATION FORM		
Embassies		
Date	_____	
Name of the Website	_____	
Country	_____	
City	_____	
Web Adress	_____	
Requirements to apply	_____	
Time Frame	_____	
Quantity of offers in Embassy		_____
Qualifications Required		
*Education:	High School	_____
	University Degree	_____
* Languages	English (Certification Test)	_____
*Legal Status	Resident in Colombia	_____
Salary Range for Modern Language Degrees In Currency COP		
Position (Low Range)		_____
Position (High Range)		_____
<p><i>*The candidate has to pay the certification tests</i></p> <p><i>*The process should take a few weeks or a couple of months</i></p>		
<p>_____</p> <p>Firma del Observador</p>		

Figure 7 - Annex G Interviews Data Matrix (Students)

	Job expectations	Previous experience	Labor market	Position in 2 years	Additional studies	Embassy offers	Ecci's Job portal	Degree option	Professional practice and internships
SAMUELSIERRA	Be promoted to other position related to my studies, in my current job I know about an area in charge of internationalisation.	Currently yes, some students need translations to do studies abroad, I review this translations.	Translation, business, teaching and contact center	Official translator in my own translation agency	Is needed to do additional studies	I don't know, I have seen some of them but they require a high knowlegde level	I uploaded my CV and waited, maybe someone call me	Degree proyect because is the cheapest	I did not take it due to my employment stability
					I want to do a master	Geman embassy, it require C1 language level	The offers for modern languages are just call centers	The degree proyect allows to deepen into the choosen language	
AURA GONZALES	Find some job to apply all the marketing and administrative knowledge	Unfortunately, using modern languages knowledge I don't hany any	Marketing	Marketing director	Yes its necessary I would like administration or marketing	No, never	I uploaded my CV but never get job through it	Seminary because its easier than degree proyect	Ecci only has Convergy's and Aeronautica Civil, those are good options but for students not for degrees
	Also apply the three languagues, not only english		Management	Manager, something on human resourses					
ALEX PENAGOS	I would like to work in trading or marketing in my current job	In the middle of the career I used english with someone from Italy who was in Colombia for training in Nissan	Business	Financial manager	Yes, I would like to study finance, business management or marketing	No, I don't know what are the requirements or the processes	I uploaded my CV but never get job through it	Degree proyect because is the cheapest	I never heard about professional practices with Ecci
	Also I would like to work in Tourism		Marketing						
WILLIAM CANO	Look for a new job to apply languagues	I work with an auditive clinic, it imports implants. I used english and french in calls and emails.	Marketing	German Translator	Official Translation in german	I don't know, I have seen some of them but they require a high knowlegde level	I know it, but for modern languages options are not good	Degree proyect because is the cheapest	I heard something but the salary was low, in my current job I have better salary and I have permanent contract
	Also I would like to study something else		Teaching		I want to do a master				
BIBIANA MONTEALEGRE	I am in a promotion process on my current job in a multinational company	Yes, in my current job I deal with people from Asia and other countries	International affairs	Official translator in my own translation agency	Specialization in administrative careers	I saw some offters but never applied	I uploaded my CV but never get job through it	Degree proyect because is the cheapest	I heard something but the salary was low, but I can find better salary by my own
		I have to use english all the time	Teaching		Translation				
ADRIANA OSORIO	Look for a job to apply languagues	Yes, I worked as an english teacher	Customer service	First I need to have a job I would like to have a good position and apply my knowledge	Definitely, everyone should do additional studies noy only the modern	No, never	I uploaded my CV but never get job through it	Degree proyect because is the cheapest	I know about call centers and Aeronautica but I don't like them
	Also apply the three languagues, not only english		International affairs, comunicacions and marketing						
ADRIANA CASTRO	Look for a job to apply languagues	I have experience in marketing and administration	Multinational companies and embassies	Management or some bilingual position	Study more french and english, hopefully going abroad	No, I don't know what are the requirements or the processes	I know it, but it does not have good offers	Degree proyect because is the cheapest	I don't hear anything about profesional practices last semester
	Bilingual opportunities	Any experience in something with languages, I have not enough level							

Figure 8 - Annex H Interviews Data Matrix (ECCI Representatives)

	Ecci's student advantages against other universities students	Ecci's Students disadvantages against other universities students	Acknowledgement	current projects	Internships	social projection	student profile	language
Teacher Ana Maria Guzman	Easy payment to students	"Program was Technical and Professional"	shortcoming of program is "new" people thought Modern Language program is for being a Professor	Network in USA is called "partners of the americas"	Nueva Lengua Internships students get opportunity to speak with native people			Students have a good language level
	agreements for student in order to they may study	Ean university has more agreements with other universities abroad, for its administrative emphasis	However each semester there are more students enrolled in this program and in this moment is about 1200 students	This Network find that both students and professors move on to USA improving	Ecci's student help to international student with all paperwork necessary i.e. passport, visa issues, etc total accompanied to international student			
	Ecci's students are able to compete with other universities students since they have the possibility to study	Ecci's students may choose now an emphasis	in this moment is the 3 programs with more students after engineering	Additionally students may do administrative seminars in different universities	people who work at nueva lengua should be leader and have good skills in service customer companies communicate with ORI and request for an agreement in order to students make their internships, and it evaluates if accurate with profiles student.			
				this seminars is for students in level B1 and B2 because is a language immersion	internship purpose is make a company enhance and do a project			
PROFE GIOVANNY MORA	New Program	fail in administration emphasis		Usa network	University is addressing to tourism sector	Internationalize the students	leaders, creative, multilingual with knowledge in spanish, french, german and english	change of program from 10 to 8 terms
	quality with professors	Career has a seedbed, but lack more linking seedbed			Bogota has 1400 multinational from a work field to make a degree project			
	economy in study access	fail with make contacts			student may interact with native people and strengthen their knowledge open and linking with law of first job	University extension courses	student is competent as administrative area and for being an entrepreneurship	student has a good level in language
	Go beyond to internationalization	always see student of modern language as call center worker			ORI process and revised profile of each program			emphasize in language as french, german and english and administration
	high quality accreditation				companies send calls and those go through different filters to know if they are feasible			
LUIS ORLANDO	Ecci's student has same competences that Ean University	Ean has experience and trajectory	Ean is in other level, Ecci University accept student from social class level from 0 to 3	Network Membership has already paid from University treasure		Professors ana maria and elbert are in charge of social projection area	2007 a art state study was made with other universities and we observed that career of modern language is addressing to create professors	change in the program academic to enhance career
							Just Ean and other university in Medellin have another emphasis as Ecci	it was made an art state study to change from 10 to 8 terms the program academic; once we review other academics program of other universities and we found that all of them has in 8 semester to get Degree
				University wants that students make companies			we sought to make a difference	student has a good level in language
							there are a bunch of multinational in market and a justification of program was made	emphasis in language as french, german and english and administration
	we compete in the area of modern language with other universities	Ecci's name may a disadvantage at moment to get a job	student like program academic	University create managers, translators, relationships		is doing an improvement plan	degree received by students is "professional in Modern Languages" we issue a letter to certify student profile which is the same that appear on internet	it can take an agreement with oxford or cambridge for certification of languages, because costs are very expensive European universities are expensive to make agreements and seminars
							it has already exited a Network in USA to do seminar	
							it has internship to improve curriculum vitae	

Figure 9 - Annex I Interviews Data Matrix (Entrepreneurs Representatives)

	communication language into company	about modern languages	professional skills	additional studies	Internships	create internships for modern language program
natalia lopez - german multinational - human resources department	English most of the time	i think in pedagogy and humanities	a professional should be proactive	a professional with more studies has more oportunities and other is experience	internships are good, because is the first window to get experience	for engineers is necessary to know english, because everything is in english
	executive staff are master in english	i know a friend who study modern language	language is important no matter sector	studies is more important, there companies which give opportunity to get experience	universities and companies not open their alliance for better support	is important have a support from someone else to has aan accurate communication
	other departments communicate in english through translators	she works in administrative area	even for improve ourselves	knowledge is important	companies are concerned more for sale that for training	
					universities should raise more seebed for improve conecction	
sandra rodriguez - business administrator and specialist in management and financial administration - PETROLEUM FIELD	communication in languages	is a commercial issue because of my field	professional has to be innovated	specialization program are important provided that people get the correct information and put it on practice	la vida en la academia es completamente diferente en la vida real	for training employess
	we required traslator to support conference	communicate in other language open a window for make deals	communication	specialization give knowledge but not experience	internship are very important to get experience	hire translator sometiemes is expesive
	staff do not know other language	by selection process i know program of modern language	discipline	experience is important for companies.		could be good for companies to make agreements with universities
	staff has not professional degree, most of them are empirics					
angle ossa - citibank - quality analysis for collection	manager needs to know english	a professional who speak enlgish	employees have to be a degree when they want to start		internship are s support for bank	citibank is open to meke agreements for internships
	50% need to knoe english	in administrative area			citibank has internship with sena, los andes	
	depend of area is necesary english language	professional who have contact with english speaker				
Jaime Nova - Consulting Services hydrocarbons - Safety and Health	The company doesn't need english as a requiremnt. It is a personal motivation.	Professionalss in all the fields realted with communication international	Being aware of international changes (novelties, operating)	Practice and knowledge have the same value to be succesful. But companies are looking more for experience.	Productive sector is not connected with the academy to identify their real needs.	
		He doesn't know the languages program in ECCI.			Synergy between these two parties	

Figure 10 - Annex J

Interviews Data Matrix Consolidated

		About modern languages	Student's profile	Internships	Languages	Acknowledgement/ECCI portal	Professional skills	Projects
COMPANY WORKERS	Natalia Lopez - German multinational - Human resources department	I think in pedagogy and humanities	A professional with more studies has more opportunities and experience	Internships are good, because are the first step to get job experience	English is used most of the time	I know a friend who studies modern languages	A professional should be proactive	Is important have support from someone else to has an accurate communication level
		She works in administrative area	Studies are important, there are companies that give opportunities to get experience	Companies are concerned for sales more than training	Executive staff are master in english		Language is important no matter sector	
			Knowledge is important	Universities should raise more seebed for improve connections	Other departments communicate in English through translators		Even for improve ourselves	
	Sandra Rodriguez - Business Administrator and Specialist in management and financial administration - PETROLEUM FIELD	Communication in languages	Communicate in other language open a window for make deals	Academy life is totally different from real and work life	We required traslators to support conferences	By selection process I know program of modern language	Professional have to be innovative	For training employess
		Is a commercial issue	Specialization programs are important provided that people get the correct information and put it on practice	Internships are very important to get experience	Staff do not know other language		Communication and discipline	Hire translator sometimes is expensive
			Specialization give knowledge but not experience				Experience is important for companies.	Could be good for companies to make agreements with universities
	Angie Ossa - Citibank - Quality analysis for collection	A professional who speaks English		Internship are s support for bank	A manager needs to know english		Employees have to be a degree when they want to start	Citibank is open to do agreement for internships
		In administrative area		Citibank has internship with Sena and with Los Andes University	50% of population need to know english			
		Professional who have contact with english speakers			Depending of the area, English language can be needed			
ECCI'S STUDENTS	Samuel Sierra	Be promoted to other position related to my studies, in my current job I know about an area in charge of internationalisation.	Translation, business, teaching Official translator in my own translation agency	I did not take it due to my employment stability	Be promoted to other position related to my studies, in my current job I know about an	I uploaded my CV and waited, maybe someone call me The offers for modern languages are just call centers	Is needed to do additional studies I want to do a master	Official translator in my own translation agency
	Aura Gonzalez	Find some job to apply all the marketing and administrative knowledge	Marketing	Ecci only has Convergys and Aeronautica Civil, those are good options but for	Unfortunately, using modern languages knowledge I don't hary any	I uploaded my CV but never get job through it	Yes its necessary I would like administration or marketing	Marketing director Manager, something on human resourses
		Also apply the three languages, not only english	Management					
	Alex Penagos	I would like to work in trading or marketing in my current job	Business	I never heard about professional practices with Ecci I heard about - Aeronautica civil as internship, but the salary was low, in my current job I have better salary	In the middle of the career I used english with someone from Italy who was in Colombia for training in Nissan	I uploaded my CV but never get job through it	Yes, I would like to study finance, business management or marketing	Financial manager
		Also I would like to work in Tourism	Marketing					
	William Cano	Look for a new job to apply languagues	Marketing	I heard something but the salary was low, in my current job I have better salary and I	I work with an auditive clinic, it imports implants. I used english and Yes, in my current job I deal with people from Asia and other countries	I know it, but for modern languages options are not good	Official Translation in german I want to do a master	German Translator
		Also I would like to study something else	Teaching					
	Bibiana Montealegre	I am in a promotion process on my current job in a multinational company	International affairs	I heard something but the salary was low, but I can find better salary by my own	I have to use english all the time	I uploaded my CV but never get job through it	Specialization in administrative careers Translation	Official translator in my own translation agency
			Teaching					
Adriana Osorio	Look for a job to apply languagues	Customer service	I know about call centers and Aeronautica but I don't like them	Yes, I worked as an english teacher	I uploaded my CV but never get job through it	Definitely, everyone should do additional studies ncy only the modern languages degrees	First I need to have a job I would like to have a good position and apply my knowledge	
	Also apply the three languages, not only english	International affairs, communications and marketing						
Adriana Castro	Look for a job to apply languagues	Multinational companies and embassies	I don't hear anything about professional practices last semester	I have experience in marketing and administration Any experience in something with languages, I have not enough level	I know it, but it does not have good offers	Study more french and english, hopefully going abroad	Management or some bilingual position	
	Bilingual opportunities							
ECCI'S STAFF	Teacher Ana Maria Guzman	Ecci's students are able to compete with other universities students since they have the possibility to study		Nueva Lengua Internships	Students have a good language level	Internship purpose is make a company enhance and do a project	People who work at nueva lengua should be leader and have good skills in service customer	Network in USA is called "partners of the americas"
		Agreements for student in order to they may study		Internship purpose is make a company enhance and do a project		However each semester there are more sudent enrolled in this program and in this moment is about 1200 students		Additionally students may do administration seminars in different univeristities
		Ecci's students may choose now an emphasis						
	Professor Giovanni Mora	Go beyond to internationalization	Leaders, creative, multilingual with knowledge in spanish, french, german and english	University is addressing to tourism sector	Student has a good level in language		High quality accreditation	Usa network
		High quality accreditation	student is competent as administrative area and for being a entrepreneurship	Open and linking with colombian law of first job	emphasis in language as french, german and english and administration			Find internships, work practices, network, exchange with network
		Always see student of modern language as cal center worker		Companies send calls and those go through different filters to know if they are feasible				University extension courses
	Luis Orlando - Coordinator	Ecci's student has same competences that Ean University	University create managers, traductors, relationships		Change in the program academic to enhance career	EAN is in other level, ECCJ University accept student from social class level from 0 to 3	We compete in the area of modern language with other uniersities	Network Membership has already paid from University treasure
		We compete in the area of modern language with other universities	We issue a letter to certify student profile which is the same that appear on Internet		Emphasis in language as french, german and english and administration	Student like program academic		University wants that students make companies
			Degree received by students is "professional in Modern Languages"					We sought to make a difference

Figure 11 - Annex K Observations Data Matrix Consolidated

Category	Elempleo.com	Computrabajo	Universia.net	Freelance	ECCI Portal
English as the predominant language in job offers	The English represents 85% of the offers. However, it is looking like an extra skill and not as the main competence.	The English represents 92% of the offers.	El inglés representa el 90% de las ofertas.	El inglés representa el 93% de las ofertas.	El inglés representa el 86% de las ofertas. Pero la cantidad de ofertas no excede las 40.
Area of Knowledge	Commercial and Administrative 44%, followed by industry 32% and 24% communicative. Administrative areas are dominated by assistance jobs.	Business Area 36%, followed by industry 33% and 31% communicative. The distribution is equal	The commercial and administrative area represents half of the offers (50%). There are few participation in the communicative area.	100% of the deals are focused on communicative area. Predominate jobs such as translation and informal teaching.	Business Area 56%, followed communicative with 11%
Salary Comparison	Mínimum 1.200.000 maximum 2.500.000 depending on the experience.	Mínimo 700.000 máximo 3.000.000. Some professionals Jr. are paid with the minimum because they not have experience.	Minimum 880.000 maximum 1.850.000. It does not take into account senior management positions	Paid by the hour or sheet, mostly in dollars and the rate varies depending on the certificates. Between 15 and 40 thousand per hour.	A minimum of 1.650.000. Also Internships with or without payment

No. 050-2015

Job Vacancy

April 6, 2015

Note 1: All Ordinarily Resident (OR) applicants, U.S. and third country citizens, who are not Family Members of USG employees officially assigned to post and under Chief of Mission authority, must attach copies of the required work and/or residency permits to be eligible for consideration.

OPEN TO: All Interested Candidates

POSITION: Visa Assistant (Six positions)
FSN-7/FP-7

OPENING DATE: Monday, April 6, 2015

CLOSING DATE: Monday, April 20, 2015
by no later than 4:00 P.M. Eastern Standard Time

WORK HOURS: Full-time; 40 hours/week

SALARY: *Ordinarily Resident (OR): \$31,594,550 COP
(Starting annual salary) - Position Grade: LCP/FSN-7

**Not-Ordinarily Resident (NOR): \$40,665 USD
(Starting annual salary) - (Position Grade: FP-7) to be confirmed
by Washington depending upon funding availability.

- a. **Education:** Completion of secondary school and at least two years of full-time post-secondary study (or the equivalent hours spread across a part-time study period) at college or university is required. **(Attach a copy of transcripts and/or degree certificates and license to be eligible for consideration).**
- b. **Prior Work Experience:** Minimum three years' experience in consular work or work applying regulatory material, including customer service and experience working as part of a team are required.
- c. **Language Proficiency:** *Please see below instructions for Language requirement**.*
 - **English Level III (Good Working Knowledge)** is required; attach **copy of English certificate to be eligible for consideration**. Standard scores for this level are: TOEIC PBT: 650-849; TOEFL ITP/PBT: 540-617; TOEFL iBT: 87-109; IELTS: 7.0-7.5; iTEP: 4.0-4.9; FCE: Level 3.
 - **Spanish Level IV (fluent)** is required.
- d. **Knowledge:**
 - Must have basic understanding of U.S. immigration laws, regulations and policies as well as working knowledge of Colombian laws, customs, and civil documents.
 - Must be able to apply good judgment in evaluating evidence and to apply regulations correctly.
- e. **Skills and Abilities:**
 - Must be able to deal effectively with the public, exercising tact, and be able to work under continuous pressure and time constraints.
 - Must demonstrate attention to detail, ability to work effectively as a member of a team as well as independently with minimal supervision, and strong interpersonal skills.

Figure 13 - Annex M

Vacancy Job in UK Embassy



Job Vacancy

Applications period **closes Sunday 05 July 2015**

[A1 \(L\) Chancery Assistant](#)

Main Purpose of the Job

This period will be particularly busy for the Chancery team due to staff shortages. The Chancery Assistant will provide support to all members of the team through administrative support such as organisation of meetings, planning an induction programme for the incoming Conflict Adviser, and research on peace/political issues, freeing up capacity for the team to carry out broader political work. The jobholder will be bilingual, with good organisational and communication skills. Background in political issues is desirable.

Required Experience and Skills:

Bachelor's degree in related field

Desirable:

- Experience in Colombian political issues.
- Evidence of working with limited supervision and delivering impacts.

Key Competences:

- Demonstrating Resilience
- Make effective decisions
- Collaborating and Partnering
- Delivering at Pace

Languages

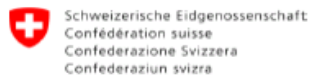
Fluent in spoken and written English and Spanish.

Terms and Conditions:

The British Embassy in Bogota offers an attractive working environment and a monthly remuneration package for this role of **COP \$2,178,503** plus benefits on a six month fixed term contract.

How to apply:

Applications in English should be submitted in the form of a covering letter (max. 1 page) setting out why you want the job and what value you would bring, together with a CV (max. 2 pages) and a fully filled job application form that you can find on our web site, send by email to jobs.latam@fco.gov.uk addressed to Human Resources, indicating reference code **COL-AICA** in the subject field of your email.



Embajada de Suiza
Secretaría de Estado para Asuntos Económicos SECO

CONVOCATORIA: CARGO ASISTENTE DE PROGRAMA Embajada de Suiza – SECO

TÉRMINOS DE REFERENCIA

La EMBAJADA DE SUIZA – Secretaría de Estado para Asuntos Económicos SECO requiere de una persona con capacidad para desempeñar el cargo de Asistente del programa de cooperación económica con un grado de ocupación de 100%.

La tarea del/de la asistente consiste en encargarse de la parte administrativa, financiera, logística y en aspectos específicos relacionados a proyectos y comunicación de la Oficina de Cooperación Económica – SECO.

El/la asistente está bajo la supervisión del Jefe de la Cooperación Económica – SECO en Colombia.

Responsabilidades específicas:

Administrativas y financieras (aprox. 65 %)

- Administración y supervisión del presupuesto administrativo de la SECO (gestión de facturas, registro de gastos).
- Asegurar el buen funcionamiento de la oficina (correspondencia, calendario, archivo, atender visitantes, recepción del teléfono).
- Organización de cuestiones logísticas durante misiones y eventos.
- Participar en grupos de trabajo internos.
- Traducciones según requerimiento.

Condiciones Generales:

Las condiciones generales requeridas son las siguientes:

- Profesional acreditado en áreas afines a las ciencias administrativas, contables y/o financieras.
- Experiencia laboral de dos (2) años en el ámbito de secretariado en general, tareas administrativas y financieras, redacción de documentos, tareas de comunicación y de investigación.
- Se valorará experiencia laboral previa en el ámbito internacional, y de preferencia en el marco de una agencia internacional o bilateral de cooperación al desarrollo.
- Hablar y escribir correctamente en español (excelente habilidad en redacción exacta, diferenciada y apropiada) y tener un alto nivel de inglés. Constituirá una ventaja adicional un alto nivel de alemán y/o de francés (escrito, hablado y leído).
- Alta habilidad en manejar y ejecutar tareas al mismo tiempo, garantizando su calidad (effective multi-tasking).
- Actitud de servicio (service-oriented) y proactividad.
- Experiencia demostrada en el uso de computadores y paquetes de software de oficina (MS Word, Excel, Powerpoint, etc.).
- Disponibilidad para iniciar labores a partir de **julio de 2015**.

Condiciones laborales:

Contrato laboral colombiano término indefinido. Ocupación 100%, 42h semanales.
Lugar de trabajo: Embajada de Suiza, Cra. 9 No. 74-08, Bogotá.

República de Colombia
Ministerio de Relaciones Exteriores
RESOLUCIÓN NÚMERO 4126 DE - 6 JUL 2015
Por la cual se convoca al Concurso de Ingreso a la Carrera Diplomática y Consular para el año 2017

LA MINISTRA DE RELACIONES EXTERIORES

En ejercicio de sus facultades constitucionales y legales, en especial las conferidas en el artículo 208 de la Constitución Política, el artículo 61 de la Ley 489 de 1998 "por la cual se dictan normas sobre la organización y funcionamiento de las entidades del orden nacional, se expiden las disposiciones, principios y reglas generales para el ejercicio de las atribuciones previstas en los numerales 15 y 16 del artículo 189 de la Constitución Política y se dictan otras disposiciones.", los artículos 14 a 24 del Decreto-Ley 274 de 2000 «Por el cual se regula el Servicio Exterior de la República y la Carrera Diplomática y Consular.», y el artículo 6 del numeral 15 el Decreto 3355 de 2009 "Por medio del cual se modifica la estructura del Ministerio de Relaciones Exteriores y se dictan otras disposiciones" y

I. ETAPAS DEL CONCURSO:

ARTÍCULO 2.- ETAPAS DEL CONCURSO El proceso de selección de los aspirantes a la Carrera Diplomática y Consular, de acuerdo con el artículo 16 del Decreto-Ley 274 de 2000, está conformado por las siguientes etapas, a saber:

- La convocatoria.
- La inscripción para el Concurso.
- La aplicación de pruebas de ingreso a la Academia Diplomática: Pruebas Escritas y Entrevista Personal.
- Conformación de la lista de elegibles de acuerdo con los resultados del concurso.
- La evaluación y calificación del rendimiento académico durante el curso anual de capacitación de la Carrera Diplomática y Consular.
- El nombramiento en período de prueba.

ARTÍCULO 40.- La presente Resolución rige a partir de la fecha de su publicación.

PUBLÍQUESE Y CÚMPLASE - 6 JUL 2015

Dada en Bogotá D.C., a

MARÍA ANGELA HÓLGUIN CUÉLLAR
Ministra de Relaciones Exteriores