



JobFAQs

ADVANCED LEVEL LEAVERS 2011

Options

Job ideas

Finding a job

Application forms

Curriculum vitae

Selection tests

Interviews

Rights at work

Starting your own business

about JobFAQs

This booklet has been designed especially for job seekers leaving 6th forms and colleges.

It's full of information to help you at every stage.

Finding the right job is a job in itself!

It may take some time to find and land the best job for you.

So, be organised, focused, determined, ambitious, confident and enthusiastic.

The logo for Connexions, featuring the word "connexions" in a lowercase, sans-serif font. The letter "o" is stylized with a white outline and a white fill, and the letter "x" is also stylized with a white outline and a white fill. The letters are white against a green background.

Connexions is a service to help 13-19s have the best start in life with information, advice and guidance.

Connexions Personal Advisers (PAs) working in schools, colleges, Connexions Centres and Access Points can help with careers, health, housing and many other issues.

Find out more at:

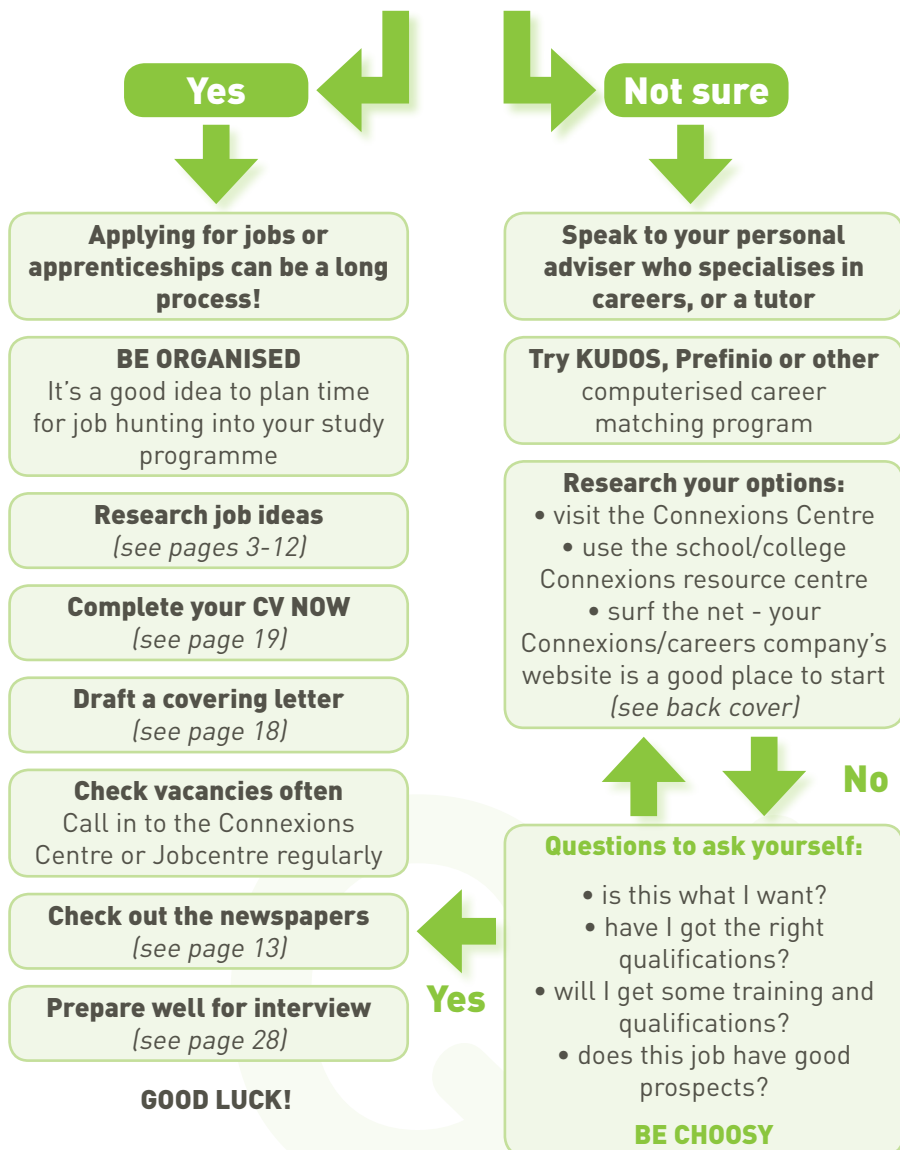
www.connexions-direct.com

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Q1 What are the options?

Thinking of a job?



Job ideas

This section gives you some idea of the job opportunities you could go for with A levels, BTEC National or similar qualifications.

Look for jobs with training and the opportunity to gain relevant qualifications - essential if you want to progress. Have a look at this website for some ideas **www.notgoingtouni.co.uk**

You may be able to find an apprenticeship in the occupation that interests you. Apprenticeships offer the opportunity to gain a National Vocational Qualification (NVQ) level 2 or 3, a Functional Skills qualification and a technical certificate while you work. You learn on the job with an employer and study at college or with a training provider on day or block release. The majority of apprentices are in full-time employment and are paid a minimum of £2.50 an hour, but the typical range is £115 - £160 per week.

It's usually up to you to find an employer to take you on. Vacancies are advertised through Connexions, in local newspapers and the national **Apprenticeship Vacancy Matching Service (www.apprenticeships.org.uk)**. Further information about apprenticeships can be found on **www.apprentice-forward.org.uk** and **www.sscalliance.org** - click on 'Find your Sector Skills Council'

Each section below begins with examples of job titles, or with vacancies advertised at Connexions Centres in the past. These jobs were aimed at applicants with A levels or equivalent, or with 5 GCSEs grade C or above. Be open to opportunities that ask for a little less than you can offer, provided they offer the opportunity for training and progression.

**If you are applying for a vacancy, you need to find out as much as you can about the job and the company.
See page 2 opposite to find out how to research your options.**

A: Business Administration and Office Work

Vacancies advertised at local Connexions Centres: Administration clerk, benefit assistant, customer services officer, merchant trainee, office trainee, trainee administration co-ordinator.

You will find 'office work' in virtually any kind of organisation and company. Job titles include administration assistant, commercial trainee, first line support. You will probably have to apply for promotion internally. Some of the many local opportunities are as follows:

The Civil Service carries out services for the Government. There are over 170 departments or agencies. Individual departments or agencies carry out their own recruitment.

Vacancies:

<http://jobseekers.direct.gov.uk> - or visit your local Jobcentre Plus
www.civilservice.gov.uk/jobs

Local opportunities include:

Department for Work and Pensions - provides pensions, Child Benefit, employment services, including Jobcentres.

Vacancies: www.dwp.gov.uk

HM Revenue and Customs - checks and collects VAT and excise, assesses taxes. They recruit at clerical level; other vacancies are filled internally. All applications are made online.

Vacancies: www.hmrc.gov.uk

Department of Health - administration for the NHS.

Department of Health, Quarry House, Quarry Hill, Leeds LS2 7UE

Vacancies: Generally, jobs are advertised in local newspapers and Jobcentres and **not** on their website. www.dh.gov.uk

Local councils and NHS Trusts - administrative staff are recruited for most departments. All advertise their vacancies on their websites.

Vacancies:

www.bradford.gov.uk - City of Bradford Metropolitan District Council

www.calderdale.gov.uk - Calderdale Council

www.kirklees.gov.uk - Kirklees Council

www.leeds.gov.uk - Leeds City Council

www.wakefield.gov.uk - Wakefield Metropolitan District Council

www.jobsgopublic.com - advertises a wide range of public sector vacancies: local council posts, fire and police services, Civil Service, probation service, charities and so on.

www.jobs.nhs.uk - most health service vacancies are advertised on this site.

Call centre work - Leeds is one of the UK's largest centres for telephone-based customer services, or 'call centres'. Work is available with banks, insurance companies, local government and many other organisations. They advertise locally in Jobcentres, Connexions Centres, the local press, and often take speculative applications.

Vacancies: www.callcentrejobvacancies.co.uk

There are apprenticeships and other opportunities in business administration - check out vacancy details in your Connexions Centre or at the national **Apprenticeship Vacancy Matching Service** website

www.apprenticeships.org.uk

Other office vacancies: are advertised in local newspapers (see page 13), through recruitment agencies (see page 41), and at Jobcentre Plus (see page 39).

B: Construction

Vacancies advertised at local Connexions Centres:

Building services engineering apprenticeship; trainee building surveyor; trainee electrical building services engineer; trainee planner; trainee project and cost management consultant; trainee quantity surveyor.

Construction apprenticeships are available in most areas, although competition for places is often fierce. Candidates generally have to find their own employer placement. Craft careers such as plumbing, roofing or painting and decorating generally require a good basic education to GCSE level, with maths and English being useful. Technical careers like surveying, estimating or architectural technicians generally require A levels along with good GCSE grades.

Ask your personal adviser about opportunities and apprenticeships.

www.bconstructive.co.uk/careers

Interested in becoming an estate agent? Most people start as a trainee negotiator or as an apprentice in property services. You may be able to gain work-related qualifications through workplace assessments.

**Vacancies: www.negotiator-magazine.co.uk
www.estateagencynews.co.uk**

C: Catering and hospitality

Vacancies advertised at local Connexions Centres:

Hotel management trainee.

Other job titles include hotel receptionist, leisure centre assistant, bar work. Most opportunities in catering and hospitality do not specify A levels or equivalent, but these industries tend to promote from within, so you can work your way up to management level jobs. You may see job or apprenticeship vacancies such as trainee manager, especially in fast food.

**Vacancies: www.caterer.com
www.caterersearch.com
www.leisurejobs.com**

D: Computers and IT

Vacancies advertised at local Connexions Centres:

Customer support technician; support service assistant.

Information technology has been one of the fastest growing fields in employment in recent years. Specialist IT jobs or apprenticeships you could enter at 18 include IT support assistant, technical sales, database administrator, multimedia engineer/technician and software developer. There may be opportunities to train with large computer users in the Civil Service and local authorities for example, but many entrants with A levels or equivalent start as computer operators. Many employers ask for higher level qualifications.

Vacancies:

www.computerweekly.com

www.cwjobs.co.uk

www.itjobspost.com

E: Design, arts and crafts

You might occasionally see a vacancy for a talented trainee, for example with a greeting cards manufacturer. But most jobs in these fields need a specialised further or higher education qualification.

F: Education and training

You may see vacancies such as teaching or learning support assistants, or childcare assistants advertised in local newspapers or through Jobcentre Plus. Nursery nurses need a recognised childcare qualification. Apprenticeships in childcare are available - ask your personal adviser. See page 4 for local council vacancy websites.

G: Engineering

Vacancies advertised at local Connexions Centres:

Apprentice service engineer; installation and support technician; mechanical/electrical engineering apprenticeship; site engineer; security engineer; technician apprentice security engineer; trainee CAD technician; trainee estimator and designer; trainee urban traffic signals engineer.

Apprenticeships offer a route into craft and technician level jobs. Maths, science and English GCSEs may be expected. Ask your personal adviser about apprenticeships or look at the national **Apprenticeship Vacancy Matching Service** website www.apprenticeships.org.uk

H: Environment, plants and animals

There are no particular careers in this sector with A level or equivalent entry, so you would be going for basic jobs in competition with Year 11 leavers. Jobs and apprenticeships such as kennel assistant, stable hand, veterinary nursing trainee, horticultural trainee and agriculture trainee would be possibilities, although vacancies are not plentiful. Otherwise, an appropriate higher education course is recommended.

I: Financial services

Vacancies advertised at local Connexions Centres:

Accountancy advanced apprenticeship, accountancy trainee; trainee in administration/accounts; temporary bank cashier; trainee insurance broker; trainee financial analyst; trainee underwriter.

Jobs in finance have been hit particularly badly by the recession so vacancies have reduced.

Accountancy - Job and apprenticeship opportunities occur to train as an accounting technician or professional accountant. You will need to find work with a company that is registered with one of the professional bodies.

Banking and building society work - mergers and cuts in the number of branches have reduced the opportunities. However, the growth of internet banking has created job opportunities in regional processing and call centres. Some banks offer training programmes for level 3 entrants.

Insurance - with advanced level qualifications you can combine training on the job with part-time study for the Chartered Insurance Institute's Associate Examinations.

Vacancies:

www.accountancyagejobs.com

www.reed.co.uk

www.totallyfinancial.com

J: Health Service Careers

The NHS is the main employer, but the private sector also offers job opportunities. There are many different job opportunities in a range of levels including:

Yorkshire Ambulance Service - possible opportunities include ambulance care assistant and emergency care assistant. A student paramedic vacancy or a higher education paramedic science qualification offer entry into paramedic careers. Entry is very competitive.

T: 0845 122 0072

Vacancies and apprenticeship opportunities are advertised on www.yas.nhs.uk, www.jobs.nhs.uk and www.apprenticeships.org.uk

Assistant practitioners - opportunities in areas such as chiropody, occupational therapy and radiography. Training is in-service and could lead to an in-service degree for those with suitable entry qualifications.

Dental nurse - work-based training can lead to NVQ or National Certificate in Dental Nursing. With the required entry qualifications you could go on to train as a dental hygienist or therapist.

Nursing - you train for nursing via a mix of on and off-the-job training which lasts three years and may be funded by an NHS bursary.

Nursing is set to become all graduate entry by 2013 and the diploma courses are being phased out. You apply online for courses via UCAS (University and Colleges Admissions Service).

www.ucas.com

T: 0871 468 0 468

Pharmacy technician - Training is with an employer. Part-time study can lead to NVQ level 3 or National Certificate in Pharmacy Services. For details of the pre-registration scheme have a look at this website: www.medslearning.leeds.ac.uk

Vacancies for health service careers: www.jobs.nhs.uk
Information on NHS careers: www.nhscareers.nhs.uk

K: Languages, information and culture

Many of these jobs require degree level qualifications. Posts such as library assistants and museum attendants will be advertised on council websites (see section A above) and in Jobcentre Plus offices.

L: Legal

Vacancies advertised at local Connexions Centres:

Law costs draftsman; licensing caseworker.

Other job titles to look out for include junior legal cashier, office assistant, and trainee legal secretary. Employment in a legal firm can eventually lead to training as a legal executive, and even to professional status eventually, although this is a lengthy route, and hard work.

Vacancies: www.totallylegal.com

M: Leisure, sport and tourism

Sports-related opportunities are increasing, with work ranging from assistant to trainee management level, although for the latter you are likely to be in competition with candidates with related degrees. There are opportunities at local authority leisure centres, commercial leisure and fitness centres and sports clubs. You could also look out for opportunities in theme parks, cinemas, bowling alleys, casinos, holiday centres and so on. Apprenticeships are available in this sector.

Vacancies:

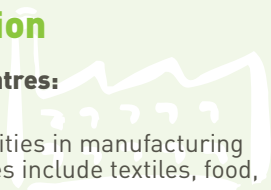
www.leisurevacancies.co.uk

www.leisurejobs.co.uk

N: Manufacturing and production**Vacancies advertised at local Connexions Centres:**

Project management and design trainee.

Look out for technician-level training opportunities in manufacturing and production. Local manufacturing industries include textiles, food, chemicals, rubber and plastics, and furniture.

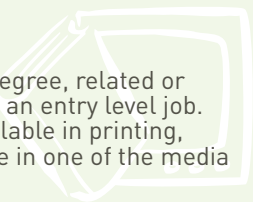
**O: Marketing and advertising**

Vacancies occasionally occur at trainee level, for example as a marketing assistant. The majority of entrants are degree level though.

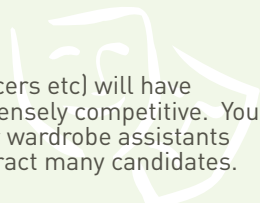
**P: Media, print and publishing**

Entry to media and publishing is usually with a degree, related or otherwise. You could get 'a foot in the door' with an entry level job. Apprenticeships or trainee positions may be available in printing, and occasionally a position for a technical trainee in one of the media industries might arise.

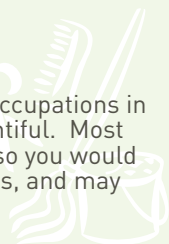
Vacancies: www.britishprint.com/training/

**Q: Performing arts**

Most performing artists (actors, musicians, dancers etc) will have undertaken higher education, and the field is intensely competitive. You may find occasional vacancies for stagehands or wardrobe assistants for example, but even then vacancies tend to attract many candidates.

**R: Personal and other services**

Hairdressing and beauty therapy are the most popular occupations in this sector, and vacancies for trainees are relatively plentiful. Most opportunities tend not to specify A levels or equivalent, so you would be in competition with people who left school with GCSEs, and may have one or two years' experience.



S: Retail

Vacancies advertised at local Connexions Centres:

Customer services officer; sales trainee; trainee in export sales.

Many large companies offer management training to those with advanced level qualifications - check the company websites for details.

You might also see vacancies for sales representatives. Check out apprenticeships on

www.apprenticeships.org.uk

Vacancies:

www.inretail.co.uk

www.retailmoves.com

www.talismanretail.co.uk

www.arcadiagroup.co.uk/careers

T: Science, mathematics and statistics

Look out for jobs or apprenticeships as a trainee laboratory assistant. Higher level positions tend to require a relevant higher education qualification.

Vacancies: **www.jobs.nhs.uk** for health service jobs.

U: Armed services

You can apply for officer entry with A levels or equivalent, in a range of careers such as air traffic control, engineering, intelligence, medical or supply.

All applicants should initially contact the Armed Forces Careers Office:

10 - 14 Bond Court, Leeds LS1 2JY

T: 0113 243 2914

Royal Navy: **www.royalnavy.mod.uk**

RAF: **www.raf.mod.uk**

Army: **www.army.mod.uk**

U: Emergency services

Fire Service

West Yorkshire Fire & Rescue Service, Oakroyd Hall, Bradford Road, Birkenshaw BD11 2DY

T: 01274 682311

www.westyorkshire.gov.uk

The website has full details of the job roles, including firefighter and support workers, and the recruitment process.

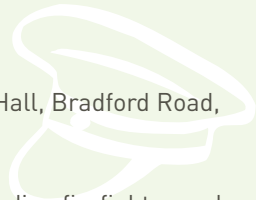
Police

West Yorkshire Police HQ, PO Box 9, Laburnum Road, Wakefield WF1 3QP

T: 01924 292069 and ask for recruitment.

www.westyorkshire.police.uk

The website has full details of the selection and entry process for police officers and support staff.



V: Social care

You could go for jobs or apprenticeships as a care assistant, but they are generally open to those with GCSE level qualifications. Professional social workers need a degree in social work.

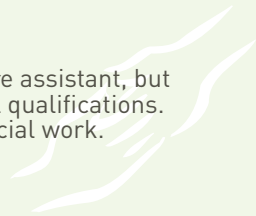
Vacancies:

www.charitypeople.co.uk

www.reed.co.uk/socialcare

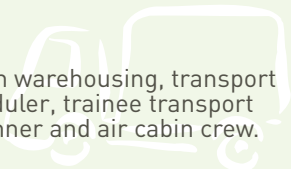
www.communitycare.co.uk/jobs

www.carejobfinder.org



W: Transport and logistics

Vacancies for trainees or apprentices occur in warehousing, transport and logistics. Job titles include vehicle scheduler, trainee transport manager, air traffic controller, timetable planner and air cabin crew.



Local Newspapers

Most papers have a special day for advertising job vacancies. Here are some of them:

WEDNESDAY

Bradford Telegraph & Argus
Morley Observer and Advertiser

THURSDAY

Batley and Birstall News
Doncaster Free Press
Hemsworth & South Elmsall Express
Pontefract and Castleford Express
Selby Times
Yorkshire Evening Post
Yorkshire Post

FRIDAY

Barnsley Chronicle
Dewsbury Reporter
Wakefield Express

SATURDAY

Jobs Today

Local free papers also carry vacancies - look out for the Metro when you're on a bus or train.

For local papers in other areas go to
www.newspapersoc.org.uk

**You'll find copies of
your local papers
in the public library
or your nearest
Connexions Centre.**

See newspaper
vacancies online at www.yorkshirejobstoday.co.uk
and www.fish4jobs.co.uk

**See page 35 onwards for local agencies that can help
you find a job**

Vacancies on the web

<http://jobseekers.direct.gov.uk>

Jobcentre Plus vacancies and links to job websites

www.fish4jobs.co.uk

thousands of jobs from local newspapers

www.jobsgopublic.com

public sector and not-for-profit jobs

www.monster.co.uk

jobs, CV advice, employer profiles

www.yorkshirejobstoday.co.uk

regional newspapers' job adverts

www.localrecruit.co.uk

vacancies with local agencies

www.reed.co.uk

range of vacancies and job search resources

www.totaljobs.com

vacancies from a wide range of sectors, a company directory search and more

There are more websites in Job Ideas, pages 3-12

Also, search local careers company websites

see back cover

If you don't have your own computer you may be able to use one for free at:

- local libraries
- Jobcentre Plus offices
- schools or colleges
- Connexions Centres
- Connexions Access Points
- friends and relatives

For a fee you can also access the internet through:

- cybercafés
- some digital TVs
- some game consoles
- mobile phones

Application forms

Employers use application forms to get consistent data on all prospective applicants. They also look out for unique points, so consider your application form like a marketing tool.

An application form determines whether you will make it through to an interview, so it's important to get it right.

Important information before you start filling in the form:

- if you're asked to fill in an application form, don't be tempted to send a CV instead!
- make a few copies so that you can do a draft before writing on the actual form
- ask someone else to check it for you before you do it for real
- look through the form carefully, read through any notes accompanying the form, and make sure you understand what you need to do
- check the 'essential' and 'desirable' requirements for the job and make sure you can match those that are 'essential'
- complete all sections which are relevant to you
- if a section is not relevant you can either put 'N/A' (not applicable) or put a line through it
- check your spelling and grammar
- make a photocopy before you send it.

DON'T FORGET:

- the aim of an application form is to get you an interview!

What information are you asked to provide?

Here, and over the page, are some typical sections you may be asked to complete, with some guidelines:

Introduction

Please use BLOCK CAPITALS and black ink - don't overlook this

Position applied for - put the exact title of the job, eg *Administrative Assistant* ref: *JE/100* - quote the reference number if the vacancy has one

How did you hear about this vacancy? - where you saw it advertised, eg *The Yorkshire Post*

Personal details

Surname/Family name: Carter

First name(s): Verity

Address: 23 Laburnam Road, Northtown

Postcode: N28 4GY

Telephone number: include the dialling code

Email: stay away from 'funny' addresses - the employer might not see the joke

Nationality: Write what it says, or would say, in your passport

Have you worked for this organisation before?

Delete YES or NO as appropriate

Do you have any relatives working for the company?

Answer honestly

Education

Name of school/college/university: you may be asked to put the last one you attended first

Dates: eg September 2009 - June 2011

Nature of course/academic results: eg geography A2 - B; if you do not have your results you could put estimated or predicted grades, eg French A2 - B (estimate)

Employment history

Again, start with the most recent. Don't forget to list part-time jobs and work experience.

Position and duties: eg retail assistant, customer service, cash and credit transactions, stock maintenance

Reason for leaving: eg holiday job

Period of notice: eg it could be 'one month' if you are currently working - check this out

References

You will normally be asked to provide contact details for two referees. These should be your head teacher or college principal, and either an employer, or someone who knows you well, but not a relative or friend. Do check they are happy to be your referees.

Additional information

Do you have any health problems that could affect your future employment within the company? Be honest here. Discrimination on the grounds of disability is not allowed.

Have you ever been convicted or cautioned by the police, for any criminal offence, or have you a prosecution pending? Get help from your personal adviser to decide whether you must legally disclose an offence. Often it is best to be honest anyway - but be positive that you have now put the offence behind you.

Equal opportunities monitoring

Companies should have an **equal opportunities policy** to ensure that discrimination does not occur, and this section of the form helps them check it is being followed.

That is why you may be asked to give details such as your gender, ethnicity, sexual orientation or nature of any disability. The information is usually detached from the application form before the selection panel sees your application.

Other information to support your application

This is the most important part of the application form.

You can highlight your skills and achievements here and show how they make you a good candidate for the job. If there is a list of *'essential'* and *'desirable'* requirements make sure that you cover at least the *'essential'* ones. You will find that the way you complete this section will be different on each form, to match the particular requirements of the job.

Be positive, but honest. You'll probably want to jot down ideas on scrap paper first and may take two or three attempts to get it right. Keep a copy of the *'rough'* version and ask a personal adviser or teacher to have a look at it.

Application forms vary

- take your time and look closely at what you're asked to do.

Covering letter

You should send a covering letter with your curriculum vitae

(CV) (see pages 19-22) **or completed application form.** Because all the information relevant to your application should appear in the CV or on the application form, the covering letter should be BRIEF and CLEAR.

Here's an example:

*Use plain white,
good quality paper*

105 Market Way
Parkland
Harford
HF2 0NQ
01420 600113
jack.davies@email.co.uk

Mrs M Miller
Practical Publishers Ltd
Brent Street
Harford
HF6 0FW

*Put full address
and telephone
number*

13 January 2011

Put the date

Dear Mrs Miller

Always start with 'Dear...'

ICT SUPPORT (REF 106A)

*Put the job title and
reference clearly*

In response to your advertisement of 12/01/10 in the Harford News, I enclose my curriculum vitae, together with an additional sheet outlining the skills I have developed during my A level course.

I am available for an interview at any time. Meanwhile please do not hesitate to contact me if you require further information.

*Be brief, but say exactly
what you are enclosing*

I look forward to hearing from you.

Yours sincerely

Jack Davies

JACK DAVIES

*Use 'Yours sincerely' if you
have started: 'Dear Mrs, Mr,
Miss or Ms'.
Use 'Yours faithfully' if you
start: 'Dear Sir, Madam or Sirs'.*

Curriculum vitae (cv)

A CV outlines what you have done in your life so far. The aim of a CV is to get you an interview; use it to sell your skills, experience and achievements. You may already have one - NOW could be a good time to review it.

The main thing to remember is that YOU choose what goes in your CV. There are no 'rights' and 'wrongs' about what should or should not go in or how to set it out, only guidelines.

CV guidelines:

- **be positive** - it's a sales document and the product is YOU
- **keep it short** - one or two sides of A4 or it may not be read!
- **be relevant** - what does the reader need to know?
- **make it readable** - clearly divided with spaces and headings, logical, word processed
- **use a standard font** - such as Arial or Times Roman
- **produce one CV** - adapt it to the job you are applying for, using the job description to identify keywords
- **match your skills and achievements** - to the job you are applying for
- **be truthful** - or you may get caught out later
- **ask a friend, relative or personal adviser** - to check it
- **always include** - a covering letter (see page 18).

Check

**<https://nextstep.direct.gov.uk>
and click on 'Getting a Job'**



All CVs should include:

Personal details

- your full name, address (*including your postcode*) and telephone number
- your mobile telephone number and email address if you have them

Your personal profile or career aims

- **this is one of the most important parts of your CV**
- it's where you can sell yourself
- include relevant skills, experience and achievements
- (see 'action words' below)

Your education and qualifications

- start with the most recent

Your employment or work experience

- start with the most recent
- holiday, evening, part-time and voluntary work all show commitment and drive
- talk about your achievements, don't just list tasks

Interests

- things you do in your spare time - be honest
- show a balanced picture of group and individual activities
- highlight key achievements

Other information

- note any skills and talents, such as ICT, driving and organising

Referees

A referee is someone who knows you well and will say positive things about you:

- the first is usually your head teacher or most recent employer
- the second can be any adult but not one of your family.

Points to remember:

- employers use CVs to decide who to interview, so they are very important
- it is your chance to say as many good things about yourself as you can think of

If you have failed a course, leave it out, unless it's particularly relevant to the job you're applying for. (If it is, put'studied to A level')

Action words

WHAT you say and the **WAY** you say it can make the difference between an interview and the waste bin - for your CV at least! Introducing some of the following words and skills in your CV could get you that interview!

communicated - developed - co-ordinated - tested - built - arranged - liaised - team worker - high standards - performed - creative - determined - careful - punctual - enthusiastic - flexible - committed - negotiated - analysed - managed - motivated - achieved

These are words often used in the world of work, but you could use words like these to describe school or college projects and experiments.

You might like to include words like these in a **short personal statement** highlighting your particular personal qualities, skills and abilities. Say what you do and have done. This can be placed after your personal details, and give you that all important edge over other applicants.



Example CV

Sobia Bibi

23 Mary Lane, Low Moor, Bigtown BG4 1TW

Tel: 0013 789 4321

Email: sobia.bibi@email.co.uk

Personal Profile

I am a positive and energetic A level student with strong numeracy, analytical and communication skills. Having successfully coped with my A level course alongside my part-time job and sport activities, I now want to use my skills to develop a satisfying career in finance.

Skills

Numeracy and analytical skills: have been developed through my A level studies. I am predicted to get grade A in my Maths A2.

Communication and team working: at Jackson's I work as part of a team, enjoy giving good customer service and training new part-time staff.

IT: I am familiar with Microsoft Office packages and the Internet.

Organisational: I am the events manager for our 6th Form sports and social committee.

Education

Low Moor High School
2004-2011

A Levels: Mathematics, English Literature,
Biology (predicted grades A, B, C)
GCSEs: Mathematics (A), English Language (A),
Science (BB), History (C), PE (C), Music (C).

Employment

Jacksons
p/t 2008-present

Sales assistant:
customer service, cash and credit handling,
stock control, staff training.

Child-minding
2006-2008

For relatives and neighbours.

Interests

I run for Bigtown Harriers and last year came 20th in the Bigtown half-marathon.

Swimming, table tennis and music also interest me.

I sing and have also reached grade 4 in keyboard performance.

Referees

Mr J Brown
Head Teacher
Low Moor School
Orchard Lane
Bigtown BG4 7LY
Tel: 0013 259 1256
Email: jbrown@school.org.uk

Ms J Bond
Manager
Jacksons
1 East Way
Low Moor
Bigtown BG4 3AW
Tel: 0013 888 3344

Writing a speculative letter

This can be a good way of getting the job you want.

Some vacancies are never advertised, but are filled by people who have shown initiative and have written in.

Writing a speculative ('spec') letter:

- always start with 'Dear...'
- give some thought to what you want to say
- make it BRIEF and TO THE POINT - they don't want your life history!
- always do a rough copy first
- show your rough copy to someone - ask if they can suggest improvements
- keep a copy of the final letter
- make a list of companies to contact - *you can adapt one letter, or mail merge, to save time*
- make a note of the companies you have contacted.

What to include in your letter:

- your full address and phone number
- the date
- the name of the person responsible for recruitment - *ring the company and ask for their name and title; if you really can't find out, address it to the 'Personnel Manager' or 'Human Resources Manager' and start with 'Dear Sir/Madam'*
- why you are writing and what attracted you to the company
- an outline of your experience and qualifications for the jobs the firm may have on offer - *explain how the skills you have learnt are relevant to the job you are interested in*
- a curriculum vitae (CV), if you have one - *you can refer to it in your letter and then, if you wish, leave out details about your experience and qualifications*
- when you could attend an interview and start work
- the names, addresses and phone numbers of your referees if you are able to provide references.

and finally

- if you began with 'Dear Mr/Mrs/Ms/Miss' you should end with 'Yours sincerely' but if you began with 'Dear Sir/Madam', you should end with 'Yours faithfully'
- enclose a stamped, addressed envelope (SAE) for a reply.

Example speculative letter

26 Roller Street
Wigton
Westshire
N2 30Z
Tel: 01999 78923
alice.green@email.co.uk
12 July 2011

Full address

Mrs M Brown
Personnel Manager
Glad Rags
High Street
Merton
OX5 0NF

Company address

Dear Mrs Brown *Say why you are writing*

In today's Courier I saw that you will shortly be opening a new branch of Glad Rags in Wigton. As retail management interests me very much, I am writing to ask you to consider me if you need new staff.

Say what you have to offer

My CV containing full details of my qualifications and work experience to date is enclosed. As you will see I have just completed an A level in business and currently have a Saturday job in TGG where I have been trained in sales, stock control and customer services.

Say when you can attend for interview

I am available immediately for full-time work including weekends as required. I can attend an interview at any time and can provide good references from my Saturday job employer and head teacher.

Thank you for considering me and I look forward to hearing from you.

Yours sincerely

Alice Green

Alice Green

Attach a CV, if possible

Don't forget - this is just an example

Applying online

Recruitment via the Internet is growing

Applying online:

- create a job hunting folder on your computer to store your applications
- look for vacancies
- beware of cowboy websites
- be safe - don't give out your personal details freely
- compose a covering email
- check your emails regularly for replies.

Your covering email - an electronic version of a paper covering letter (*see page 18*):

- in the subject of the email put the job title and reference number or 'Job application'
- always start with 'Dear...'
- be brief
- be clear
- don't use block capitals - IT'S LIKE SHOUTING
- check your spelling and grammar
- don't use 'text speak' or slang
- check the address you are sending it to.

Your e-CV - is an electronic version of your CV (*see pages 19-22*):

- make sure your email address is appropriate - *ditch the quirky one or an employer may treat your email as spam and not even read it*
- file a copy of your CV in your job hunting folder
- attach it to your covering email or paste directly into the covering email
- look out for firms offering online application forms - the same rules apply as paper ones (*see pages 15-17*)
- print off important pages
- store sites as bookmarks or favourites in your job hunting folder to return to later.



Applying by phone

Before making the call:

- write out the details in full, including the phone number and the name of the person to contact
- have your CV with you (*see page 19*)
- plan when you could go for interview, keeping a note of dates to avoid such as exams and family holidays
- think about the questions you may be asked, such as 'Why do you want the job?', 'What experience do you have?'
- have a pen and paper ready
- choose a quiet area
- have your phone card or plenty of coins ready if you are using a pay phone
- make a note of the pay phone number in case the employer offers to call you back
- make sure your mobile is fully charged and you have enough credit on your phone. Remember a landline is cheaper.

Making the call:

- speak clearly and slowly
- make sure that you are speaking to the right company
- ask for the personnel officer (by name if you know it - otherwise ask for their name and make a note of it)
- give your name and say why you are ringing, for example:
'My name is Munir Hussain, I leave school in June and I am interested in retail management. Do you have any vacancies at present - if not, could you possibly send me an application form for future vacancies please?'
- use your CV to help you answer questions
- write down any arrangements made
- thank the person for talking to you.

Immediately after the call:

- write down anything you need to do or remember.



What are selection tests?

Many companies and training organisations set tests for job applicants. It helps them assess aptitude and ability for a particular job, so that they can choose the right candidate for the vacancy. Tests are usually timed and taken under exam-like conditions.

Remember that tests are only part of the total selection process and other factors will be taken into account at your interview.

These are examples of questions from selection tests used by a large company.

Verbal Reasoning Test - Comprehension is to understanding as cargo is to...

- A** Transport **B** Huge **C** Freight **D** Carriage

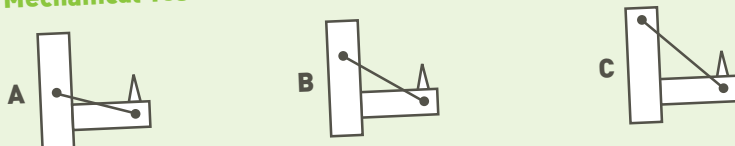
Numerical Test - What is the missing number?

1 4 9 ? 25

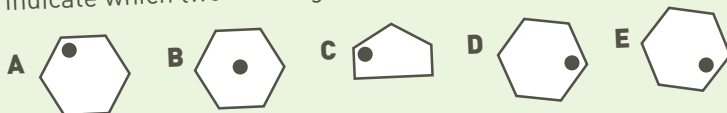
- A** 15 **B** 16 **C** 17 **D** 18 **E** 19

Some tests of your ability with words or numbers might be more difficult. Most tests start with easy questions and get harder.

Mechanical Test - Which shelf will support the heaviest load?



Spatial Awareness Test - Two of the drawings below are identical. They may have been rotated on the page but not turned over. Indicate which two drawings are identical.



Answers: Verbal = C, Numerical = B, Mechanical = C, Spatial = A&D

An interview is the last step before getting a job - you will have done well to get this far. It will allow an employer to find out about you and allow you to find out about the job and the company. Try not to get nervous or worried by the thought of an interview; it is not an examination. A good interviewer will want you to relax and will try to put you at your ease. **You will need to be prepared if you want to make a good impression.**

Planning and preparation:

Phone - let them know you're coming

- thank the company for offering you an interview and phone or write to let them know you will be attending

Find out about the company

- this will help to boost your confidence
- employers may be impressed if you have found out about their company
- many companies have websites which can give you useful information

Prepare yourself

- write a list of questions that you might be asked and that you may want to ask
- read through your application

Travel - be on time!

- check bus and train timetables and street maps to make sure you know how to get to the interview
- if you are not sure exactly where the company is, phone and ask for directions
- do allow yourself plenty of time so that you don't panic before your interview

Ensure that you take the following along with you:

- a list of questions you may want to ask the interviewer
- a pen and paper to jot down notes and questions
- a copy of your curriculum vitae (CV) or application form to refer to
- any supporting statements or references you may have; any certificates or profiles.

Typical questions the interviewer might ask you include:



Why do you want this job?

Explain how your skills and interests are relevant to the job; say why you enjoy them. Be enthusiastic!



What can you bring to the job?

Expand on your skills and abilities - think about your strengths.



What experience have you had?

If you have not had many (or any!) jobs before, voluntary work, work experience and life experience are all relevant.



How good are you at working in a team?

Try to give at least one example from your own experiences, such as a school project or work experience.



How good are you at working on your own?

Best to play safe here, unless the job is one where you will usually work alone. A mix of 'I get on fine working alone, but I'm a team player too' usually fits the bill.



Questions you might ask:

- **what would I be doing?**
- **who would I be working with?**
- **would I need boots, overalls, tools?**
- **how would I be trained?**
- **would I get some qualifications?**
- **is there a chance to progress?**
- **about the job itself** - *if you haven't found out enough during the interview to make sure you want the job if its offered to you!*

If you genuinely cannot think of any questions, or if the interviewer has already covered the point that you wanted to raise, say something like, 'I did have some questions, but we seem to have covered them!'

Finally - don't forget to take a copy of your application form if you have filled one in, and read it before going for the interview. You don't want to get caught out.

When you leave, thank the interviewer and if necessary ask when they will let you know if you have been successful.

Other points to remember

Smile - it will help both you and the interviewer to relax

Listen - if the interviewer tells you his/her name and position in the company, try to remember this

Shaking hands - be confident

Eye contact - look at the interviewer not the floor

Dress - this is a formal situation so dress appropriately - don't wear anything extreme!

Turn off your mobile

Don't smoke - even just before the interview - the smell hangs around

Don't chew gum

Be positive - both in the way that you present yourself and in what you say: talk about your successes and skills rather than bad experiences or anything that might put the interviewer off you as a potential employee

Remember - first impressions count - take a deep breath, smile, look confident and speak clearly.

GOOD LUCK!

Pay and conditions

There are laws to protect you in work, training and education. These organisations provide details about the law on pay, working conditions and health and safety.

National Association of Citizens Advice Bureaux

www.adviceguide.org.uk

- independent advice on your rights

TaxAid

www.taxaid.org.uk

- independent tax advice service

Helpline: 0845 120 3779

Mon - Fri, 10.00am - 12.00noon

Advisory, Conciliation and Arbitration Service

www.acas.org.uk

- information and advice on employment issues

Helpline: 08457 47 47 47

Mon - Fri, 8.00am - 6.00pm Sat, 9.00am - 1.00pm

Text Relay: 18001 08457 474747

Trades Union Congress

www.worksmart.org.uk

- information about employment rights

Directgov

www.direct.gov.uk

- follow Employment link for advice and information on employment rights, benefits, taxes, National Insurance, minimum wage, and many other issues

Pay Wizard

www.paywizard.co.uk

- free salary checker service - compare your earnings against what other people get for the same job

Equal opportunities

We are committed to promoting equality of opportunity for all.

If you feel you have been discriminated against in education, work or training because of age, disability, gender or transgender status, race or ethnicity, religion or belief, or sexual orientation, please speak to your Connexions Personal Adviser.

The advisory body called Equality and Human Rights Commission has the responsibility to protect, promote and enforce equality and to promote and monitor human rights.

www.equalityhumanrights.com

Helpline

T: 0845 604 6610

Mon - Fri, 8.00am - 6.00pm



If you want the freedom and independence to make your own decisions and profit from your own successes, you might be thinking about self-employment.

It doesn't suit everyone. Successful self-employed people tend to be: **risk-takers, committed, enthusiastic, creative, ambitious, determined, hard working**

If you have the right personal qualities, you need a business idea that has a good chance of succeeding. Research your ideas and plan your business carefully. Consider:

- what are the aims and purposes of your business?
- what products or services will you sell?
- what materials and equipment will you need, and how much will they cost?
- where are your customers, and how will you attract them?
- what prices will you charge, and will your customers be prepared to pay?
- will you need finance to get started?
- do you have the technical and management skills to make it all work?
- what is the competition?

If you think you have what it takes, various organisations can advise and help:

Business Link Yorkshire
www.businesslink.gov.uk/yorkshire

T: 0845 604 8048

E: info@businesslinkyorkshire.co.uk

Free independent and impartial support services at local, regional and national levels.

Shell LiveWIRE
www.shell-livewire.org

T: 0845 757 3252

E: enquiries@shell-livewire.org

Support and advice for 16-30 year old entrepreneurs through an online community. A national business competition with cash prizes takes place each year.

Prince's Trust Enterprise Programme

www.princes-trust.org.uk

T: 0800 842 842

Offers start-up funding, mentors and other support for eligible 18-30 year olds with business ideas.

Local colleges also offer courses in business start-up.

What else can I do?

What should you do if you don't immediately get employment? It's not unusual to take a while to find the right job.

You can help yourself by improving your employability in the following ways:

- get more qualifications/skills by taking a full or part-time course or joining a training programme
- take part-time or casual work - it could lead to something permanent
- consider self-employment if you have the right experience and qualifications (see page 33)
- use your time to make as many contacts as possible - it will improve your chances of hearing about vacancies
- check out youth and community centres - they can advise on a range of subjects and some arrange short, skill-based courses, or training on the use of computers and the Internet
- get involved in voluntary work or unpaid work experience.

When you apply for jobs you will find that employers are interested in any work experience or voluntary work you may have done. There is a huge range to choose from and you don't necessarily need any experience to become a volunteer. Check out the following to find opportunities near where you live:

Vinspired

www.vinspired.com

T: 0800 089 9000

Do-it

www.do-it.org.uk

Community Service Volunteers

www.csv.org.uk

T: 020 7278 6601

Prince's Trust Volunteers

www.princes-trust.org.uk

T: 0800 842 842

Try to stay occupied and positive. Employers are interested in more than just exam results - they look for enthusiasm, determination and adaptability



Wakefield

LOCAL INFORMATION



Year 13 leavers from Wakefield District

Labour market information

In Wakefield District in 2009 there were 2,866 Year 13 school leavers. 263 (9.2%) went into employment and training.

Like the rest of the country Wakefield District has been hit by the recession so there are fewer job vacancies and more competition for them. You may have to consider jobs that you might not have thought of previously, but they will help you to build your employability skills. It is predicted that today's learners will have had more than 10 jobs by the age of 38. It is important to keep yourself in the labour market.

The main employment sectors locally are:

Distribution, hotel and restaurants

Public sector including public administration, education and health
(employment in this sector is likely to contract due to government policy)

Manufacturing

Finance, banking and insurance

Construction

Transport and communications

Tourism



Who can help?

Connexions in Wakefield District

If you are 13 -19 and have left school or college then one of our Connexions Access Points is a good place to start. To find your nearest one contact:

Connexions Centre
24 Wood Street
Wakefield
WF1 2ED
T: 01924 371579
E: wakefield@babcock.co.uk

Here you'll find:

- **Personal Advisers to help, encourage and advise you**
- **vacancies for jobs and apprenticeships**
- **information about job hunting and careers**
- **local newspapers**
- **internet access and careers software**

Once you have registered with us, we'll let you know about any vacancies which might interest you. Last year we helped many young people find a job, most with training.

If you use a wheelchair or want help with sign language, Braille, translation, interpretation or anything else please let us know.

If you are 16-19 and are still at school or college and are looking for a job then arrange to see a Connexions Personal Adviser in school or college as soon as you can to find out what opportunities are available.

Jobcentre Plus

Jobcentre Plus offices display vacancies, sometimes through touch-screen Jobpoints. Once you are 18 you need to contact them if you want to claim benefits, and they will also offer you support in finding work. Phone them first to check the opening times T: 0845 604 3719.

Wakefield

Crowther House
Thornhill Street
Wakefield
WF1 1PL

Castleford

Centurian House
Bank Street
Castleford
WF10 1HY

Dewsbury

Crown Buildings
Rishworth Road
Dewsbury
WF12 8EF

Pontefract

Challand House
Liquorice Way
Pontefract
WF8 1DR

Hemsworth

Low Hall
Market Street
Hemsworth
WF9 4HP

Vacancies are also displayed on their website:

<http://jobseekers.direct.gov.uk>

Jobseeker Direct

This quick and easy phone service helps you find suitable full or part-time jobs.

T: 0845 606 0234

Monday - Friday: 8.00am - 6.00pm

Saturday: 9.00am - 1.00pm

Textphone: 0845 605 5255

Local recruitment agencies

There are many recruitment agencies in the Wakefield district which will help you find permanent or temporary work. Agencies are not allowed to charge you a fee. Some deal in a wide range of vacancies and others specialise in particular types of job. You will need to give them a copy of your CV or details about your qualifications, experience and skills. You tell them the sort of work you are interested in and they contact you with suitable vacancies. They are listed in the phone book or on www.yell.com

Other ways and places to find vacancies

Word of mouth

- friends and relatives may know of vacancies where they work.

Job notice boards

- some firms have vacancy boards outside. Supermarkets often have a board inside. Shops sometimes display vacancies in their windows.

Approach employers

- it may be useful to send a speculative letter and CV to local firms; phone first to get the name of the person you need to write to. Check www.yell.com for addresses.

Internet

- see page 14 for websites.

Job fairs and careers conventions

- ask at the Connexions Centre or look for adverts in the local newspaper.



Personal job hunting record

Be organised! Using a record like this will help

Employers to target

Spec letter / CV sent to

Date

Result

Spec letter / CV sent to	Date	Result

Applications made

Date

Result

Applications made	Date	Result

Registered with Connexions Centre

Employment agencies

Network of contacts

Questions I need to ask

Questions I could be asked and my answers

Feedback from interviews and what I need to do



JobFAQs

Your opinions count

We are always trying to improve our publications. Please help us by spending a few minutes to give us some feedback.

How useful is the information in this publication?

Very good Good Fair Poor

How easy is the information to understand?

Very good Good Fair Poor

What do you think of the way the information is presented?

(How information is laid out, was it easy to find what you needed?)

Very good Good Fair Poor

What do you think of the style?

(Size, design and colours used)

Very good Good Fair Poor

If you can think of any ways we could improve JobFAQs please tell us:

.....
.....
.....

If you would like a response to your comments and suggestions please give your details below:

Name:

Address:

Daytime telephone number:

Thank you!

Please return to your local Personal Adviser in school or college, or post it to your local Connexions Centre - see page 37 for details.



This booklet has been produced by:

connexions

LEEDS

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W: www.leedspathways.org.uk

be
BabcockEnterprise

connexions

Connexions Wakefield

T: 01924 371579

Equal Opportunities

We are committed to promoting equality of opportunity for all.

If you feel you have been discriminated against in education, work or training because of age, disability, gender or transgender status, race or ethnicity, religion or belief, or sexual orientation, please speak to your Connexions Personal Adviser.

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www.equalityhumanrights.com

Helpline

T: 0845 604 6610

Mon - Fri, 8.00am - 6.00pm

JobFAQs - Advanced level leavers 2011