

# JobFAQs

**For level 3 leavers**

**2011**

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# About JobFAQs

**Are you leaving 6th form or college with level 3 qualifications such as A levels or a BTEC National and looking for a job? Yes? Then JobFAQs is for you.**

**JobFAQs** answers your questions, addresses some of the issues you may not have thought about and signposts the opportunities which may be available.

If you decide to go ahead with your job search there are tips and guidance to follow, because... **finding the right job is a job in itself!** It may well take some time to find, and land, the best job for you.

**So be organised, focused, determined, ambitious, confident, enthusiastic and... read on.**

If you would like information in other formats such as Braille, CD, tape or large print, please phone 0800 5 979 979 (free from a landline).

# Q1

## I'm thinking of a job, what advice can you give me?

At 18, after 6th form or college, your options include going to uni, taking time out on a gap year or looking for a job. Think long and hard about what you want to do, and then, what you need, in terms of experience and qualifications, to get there.

You'll find job ideas in JobFAQs, but first, have a look at the **pros and cons of job hunting** at 18. If you're not sure about anything, talk it over with your Personal Adviser (PA).

### + Pros

- Some jobs, where the safety of the employee or others is a factor, are only legally open to over 18s. Examples are trainee security guard, trainee publican, police officer, and firefighter.
- You have the advantage of already having your GCSE results (no waiting!) - and the employer will know you have progressed since then. This may give you the advantage over a Year 11 leaver.
- You should have a more mature approach than a Year 11 leaver.
- You have had more time to think about what you want to do than a Year 11 leaver, so should appear more confident and determined.
- Your level 3 study shows you have ability and the potential to make a valuable contribution to the company.
- A degree does not guarantee anyone a graduate level job, or a job in a field related to their degree subject.
- You could be attractive to an employer looking for someone with the potential to progress because you will be cheaper to employ than a graduate would be.

- ☀ If you are happy to train, study and work, you will earn while you learn. Your bank account won't be in the red.
- ☀ In some areas such as finance and insurance, you will gain lots more experience than a graduate entering these careers will have. Three years of work experience and training can count for a lot.
- ☀ Work and studying is a possibility and higher education is not out of the question. You may find a job that offers you the chance, although not necessarily straightaway, to do a part-time Higher National Certificate, Foundation Degree, Degree or Open University course. The employer may pay the fees.

## - Cons

- ☀ In the current economic climate finding a job has become challenging for all job seekers.
- ☀ It is also important to realise that finding a job aimed at an 18 year old may not be easy. The job market for the 18 year old leaver is not clearly defined, unless you have a vocational (work-related) qualification.
- ☀ Most professions now require a degree. You could be ruling yourself out of some careers. Do your research.
- ☀ As the number of graduates has increased, some employers are now requiring a degree for jobs which, in the past, would have gone to sixth form leavers.
- ☀ The reality is that you may face competition from graduates, from 18 year olds who have experience and qualifications through completing an apprenticeship or from 16-17 year olds, depending on the vacancy you're applying for.
- ☀ If you decide on an apprenticeship, you will face competition from 16 and 17 year olds.
- ☀ In addition, training organisations receive Government funding for 16 to 18 year old apprentices, but receive less funding for 19 to 24 year olds, which leads to fewer places being available for those 19+. This may change.

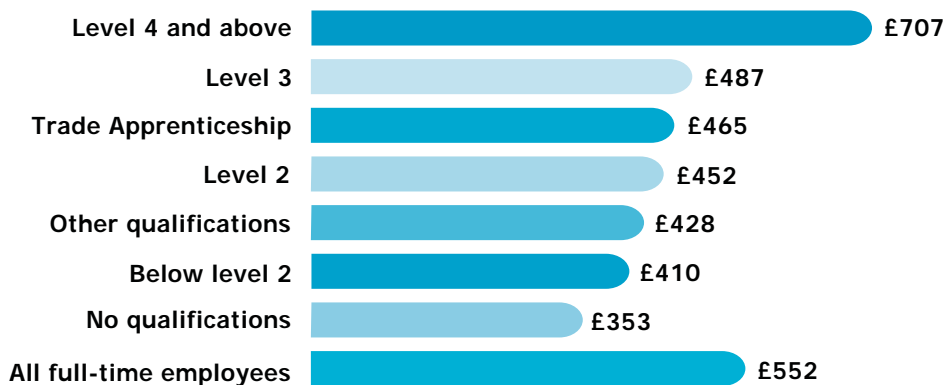
## Still want to go ahead? Here's some more food for thought...

- ✿ As there may be lots of competition for jobs, you must expect to start at a trainee level. You may not earn much at first but salaries do increase as you take on training and responsibilities and prove to be an asset to the company.
- ✿ You may or may not achieve the earnings of a graduate.
- ✿ If you are not finding exactly the job you want, think about trying something else and then use it to your advantage. Once you have gained work experience and transferable skills (more on these later - see pages 26-27) you will be in a better position to move to another job.
- ✿ Look out for jobs with training and career progression - don't go for the first one offered if it is a dead end job with no opportunities.
- ✿ Beware of drifting into casual or temporary work such as an extension of your Saturday job - you may never drift out of it...
- ✿ Look at companies that require degrees and then look at their lower scale jobs - there may be a promotion ladder.
- ✿ You stand a better chance of getting accepted for an apprenticeship programme if you can find an employer to take you on. Start looking now!
- ✿ Finding a job is a job in itself. Are you resilient? Can you bounce back? Remember you may need to make many applications or you may even find it difficult to find jobs to apply for.
- ✿ To increase your chances be prepared to travel to the job or to the training location. **Leeds, Bradford and Manchester** have more large employers and more opportunities for those aged 18+ than Calderdale and Kirklees. The Student Plus Metro card is open to anyone under 22 (see page 43).

# What difference do qualifications make to pay?

The higher your qualifications, the more you are likely to earn.

Average gross weekly pay of full-time employees by highest qualification gained:



Level 4 = Foundation degree or higher diploma

Level 3 = A level or BTEC National Diploma

Level 2 = 4 GCSEs grade A\* to C or BTEC First

Source: Office for National Statistics, Quarter 2, 2010

# Q3

## What jobs might there be?

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. Learn and earn!
- **Some apprenticeships will be open to you.** Ask your Connexions PA in school or college for details of apprenticeship vacancies, visit your local Connexions Centre, register your interest with the national apprenticeship website:  
[www.apprenticeships.org.uk](http://www.apprenticeships.org.uk) and visit [www.workabout.org.uk](http://www.workabout.org.uk) for job and apprenticeship vacancies.

The typical vacancies you see below were jobs 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.**

**Remember, when you apply for a vacancy, it makes sense to find out as much as you can about the job and the company.**

### A: Business Administration and Office Work



#### Typical vacancies advertised at local Connexions Centres:

Administration assistant, benefit assistant, customer services officer, export operator, office trainee.

You will find 'office work' in virtually any kind of organisation and company. There are usually internal opportunities for progression. With level 3 qualifications you may find a business management trainee scheme.

Some local opportunities follow, however pressure to cut public spending will lead to fewer vacancies in the public sector in 2011.

**The Civil Service** carries out services for the Government. There are over 170 departments or agencies working on services such as employment, health and taxation. Individual departments or agencies carry out their own recruitment. Look out for jobs at Administrative Officer level.

[www.civilservice.gov.uk/jobs](http://www.civilservice.gov.uk/jobs)

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

## Government agencies operating locally include:



**Department for Work and Pensions** - provides pensions, Child Benefit, employment services, including Jobcentres. It also runs contact centres.  
**[www.dwp.gov.uk/about-dwp](http://www.dwp.gov.uk/about-dwp)** Go to 'Working for DWP' then 'Current vacancies'.

**HM Revenues and Customs and Excise** - checks and collects VAT and excise, assesses taxes. They recruit at administration and customer service (contact centre) level. All applications are made online.  
**[www.hmrc.gov.uk/jobs](http://www.hmrc.gov.uk/jobs)**

**Department of Health** - administration for the NHS.  
Department of Health, Quarry House, Quarry Hill, Leeds LS2 7UE  
**[www.dh.gov.uk](http://www.dh.gov.uk)** - for background information, not vacancies.  
Jobs are advertised in the local and national press and on  
**<http://jobseekers.direct.gov.uk>** - or visit your local Jobcentre Plus  
**[www.civilservice.gov.uk/jobs](http://www.civilservice.gov.uk/jobs)**

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

**[www.bradford.gov.uk](http://www.bradford.gov.uk)**                      **[www.calderdale.gov.uk](http://www.calderdale.gov.uk)**

**[www.kirklees.gov.uk](http://www.kirklees.gov.uk)**                      **[www.leeds.gov.uk](http://www.leeds.gov.uk)**

**[www.wakefield.gov.uk](http://www.wakefield.gov.uk)**                      **[www.jobs.nhs.uk](http://www.jobs.nhs.uk)**

**[www.jobsgopublic.com](http://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.

**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 often take speculative applications.

**[www.totaljobs.com](http://www.totaljobs.com)** - search on 'call centre' or 'customer services'.

**[www.fmgsupport.co.uk](http://www.fmgsupport.co.uk)** - customer service representatives (roadside assistance)

**<http://tlfjobs.co.uk>** - customer satisfaction researchers at The Leadership Factor.

**[www.swintoncareers.com](http://www.swintoncareers.com)** - insurance call centre

**Energy and utility companies** - check out websites such as:

**[www.britishgasjobs.co.uk](http://www.britishgasjobs.co.uk)**

**[www.yorkshirewater.com/careers](http://www.yorkshirewater.com/careers)**

**[www.bt4me.co.uk](http://www.bt4me.co.uk)**

## General

- ✿ There are apprenticeships in business administration - ask your PA.
- ✿ Local employment agencies have temporary and permanent vacancies. (see pages 22-23)
- ✿ Universities are major employers - see press and websites.
- ✿ Housing associations - **[www.allhousingjobs.co.uk](http://www.allhousingjobs.co.uk)** and **[www.cih.org](http://www.cih.org)** - for background information.
- ✿ Business management - **[www.tesco-careers.com](http://www.tesco-careers.com)** - 180 UCAS points
- ✿ **[www.iwantafreshstart.com](http://www.iwantafreshstart.com)** - Morrisons sponsored degree programme - B, C, C or equivalent at A level

## B: Construction



### Typical 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, trainee estate agent.

Technical careers like surveying, estimating or architectural technicians generally require A levels, or the equivalent, along with good GCSE grades.

**www.bamnuttall.co.uk** Go to 'Training'

Construction apprenticeships are available in most areas, although competition for places is often fierce. Candidates generally have to find their own employer. 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. Ask your Personal Adviser about opportunities and apprenticeships.

**www.bconstructive.co.uk/careers** (Look at 'Who can I work for?')

**www.apprenticeships.org.uk**

Estate agency opportunities depend on the economic climate and its effect on the property market. Estate agency is fundamentally a sales industry. Personal qualities and abilities and a driving licence are the most important qualifications needed. Previous sales experience is advantageous. There is a career path from trainee negotiator to senior negotiator or manager.

**www.propertyjobsdirect.com** - online recruitment partner of the National Association of Estate Agents (NAEA) and the Association of Residential Letting Agents (ARLA)

**www.jobs-in-estate-agency.com** - advertise trainee vacancies

The National Federation of Property Professionals (NFOPP), offers home study equivalent to level 3, for those in the industry:

**www.naea.co.uk** or **www.nfopp.co.uk** - for background information

## C: Catering and Hospitality



### Typical vacancies advertised at local Connexions Centres:

Hotel management trainee, hotel receptionist.

Other job titles include leisure centre assistant, bar worker. 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.

**www.caterer.com**

**www.caterersearch.com/jobs**

**www.leisurejobs.co.uk**

## D: Computers and IT



### Typical 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, help desk analyst, 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.

[www.zenos.com](http://www.zenos.com) - apprentice recruitment

[www.computerweekly.com](http://www.computerweekly.com)

[www.cwjjobs.co.uk](http://www.cwjjobs.co.uk) - jobs and an explanation of IT roles

## 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 specialised art and design further education or, more likely, a higher education course.

## F: Education and Training



You may see vacancies such as educational, teaching or learning support assistants. Nursery nurses need a nursery nursing qualification such as a CACHE level 3 diploma. Try local council vacancy websites (see page 7). Volunteering in a school would give you valuable experience.

## G: Engineering



### Typical vacancies advertised at local Connexions Centres:

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

There is an increasing demand for engineering technicians although you may need to travel to Leeds, for example. Ask your Personal Adviser about apprenticeships or job vacancies. (See next page for websites.)

[www.apprentices.co.uk](http://www.apprentices.co.uk) - website for engineering apprenticeships  
[www.bt4me.co.uk](http://www.bt4me.co.uk) - must hold a full drivers licence  
[www.britishgasjobs.co.uk](http://www.britishgasjobs.co.uk)  
[www.euskills.co.uk](http://www.euskills.co.uk)  
[www.yorkshirewater.com/careers](http://www.yorkshirewater.com/careers)  
[www.nationalgridcareers.com](http://www.nationalgridcareers.com) - advanced apprenticeships  
[www.careersatsea.org](http://www.careersatsea.org) - merchant navy sponsoring companies and vacancies



## 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 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, as would apprenticeships with Yorkshire Water, although vacancies are not plentiful. Otherwise, an appropriate higher education course is recommended.

[www.yorkshirewater.com](http://www.yorkshirewater.com)

## I: Financial Services



### Typical vacancies advertised at local Connexions Centres:

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

**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. Ask your PA about an apprenticeship.

**Banking and building society work** - mergers and cuts in the number of branches have reduced the opportunities.

**Insurance** - with advanced level qualifications you can combine training on-the-job, as a trainee insurance technician, with part-time study for the Chartered Insurance Institute's Associate Examinations.

[www.reed.co.uk](http://www.reed.co.uk)

[www.kpmg.co.uk](http://www.kpmg.co.uk)

[www.provident.co.uk](http://www.provident.co.uk)

[www.lv.com](http://www.lv.com)

[www.lloydsbankinggrouptalent.com](http://www.lloydsbankinggrouptalent.com) 260-300 UCAS points

[www.totallyfinancial.com](http://www.totallyfinancial.com)

[www.insurancejobs.co.uk](http://www.insurancejobs.co.uk)

[www.swinton.co.uk](http://www.swinton.co.uk)

[www.yorkshirewater.com](http://www.yorkshirewater.com)

## J: Health Service Careers



There is a huge range of health service careers from admin to health care to upkeep of premises.

See [www.stepintothens.nhs.uk](http://www.stepintothens.nhs.uk) for an A-Z of careers and for case studies. Also see [www.nhs Careers.nhs.uk](http://www.nhs Careers.nhs.uk)

- See [www.jobs.nhs.uk](http://www.jobs.nhs.uk) for vacancies. You can register to receive vacancies by email.
- Staff can progress through the NHS by taking up learning and development opportunities.
- Note that for nursing a diploma or degree in nursing is required which means applying to university [www.ucas.com](http://www.ucas.com)

**This section focuses on some of the opportunities which do not necessarily require higher education for entry.**

### Ambulance service

Possible opportunities include call handler, ambulance care assistant and ambulance technician. Entry is very competitive.

There is a work-based training route for paramedics. The Health Professions Council (HPC) regulates the training and registration of paramedics. (There is also a direct entry route to paramedic via a foundation degree or Diploma of Higher Education).

[www.hpc-uk.org](http://www.hpc-uk.org)

[www.yas.nhs.uk](http://www.yas.nhs.uk) - Yorkshire Ambulance Service for information and vacancies.

[www.collegeofparamedics.co.uk](http://www.collegeofparamedics.co.uk)

Vacancies are also advertised in Jobcentre Plus, the local press and on [www.jobs.nhs.uk](http://www.jobs.nhs.uk)

### Assistant practitioners

Assistant practitioners are an emerging role within the NHS. They work at NHS band 4 level and are usually experienced assistants or support workers who have gained further qualifications. Assistant practitioners undertake some of the tasks previously only done by qualified and registered professionals. There is, for example, a foundation degree in radiotherapy for assistant practitioners. It is entirely work-based.

Look for assistant/healthcare assistant (HCA)/support worker/therapy assistant roles in areas such as chiropody, dietetics, speech and language therapy, occupational therapy and radiography.

See [www.nhs.careers.nhs.uk](http://www.nhs.careers.nhs.uk) for more information and [www.jobs.nhs.uk](http://www.jobs.nhs.uk) for vacancies.

### Dental nurse

Work-based training can lead to the level 3 diploma or the NEBDN National Certificate in Dental Nursing. With experience you could go on to train as a dental hygienist or therapist. A few universities offer full-time courses approved by the General Dental Council.

You could work in a dental practice or in hospital dental services.

## Pharmacy technician



Yorkshire and the Humber NHS Trusts run the NHS Pre-Registration Trainee Pharmacy Technician Scheme. Five GCSEs including science, English and maths at grade C or above, or the equivalent are required. Trainees are given a two year NHS placement and receive a training allowance. Day-release to Bradford or Sheffield College leads to the level 3 diploma and National Certificate in Pharmaceutical Services. There is no absolute guarantee of a job on completion of training.

Adverts for the September 2011 intake will be posted on the NHS jobs website [www.jobs.nhs.uk](http://www.jobs.nhs.uk) in February 2011

For more information see [www.medslearning.leeds.ac.uk](http://www.medslearning.leeds.ac.uk) or contact Ms Jamie Downs on 0113 343 7551 or email [j.l.downs@leeds.ac.uk](mailto:j.l.downs@leeds.ac.uk) Alternatively, you will need to obtain a trainee post at a hospital or in a community pharmacy [www.jobs.nhs.uk](http://www.jobs.nhs.uk)

## K: Languages, Information and Culture



Most of these jobs require degree level qualifications, with the exception of library or information assistants, also known as customer service officers in some areas. Vacancies in local libraries, which are gradually becoming library and information centres, will be advertised on council websites (see page 7) and in Jobcentre Plus. Local councils also produce vacancy bulletins which you will find at Jobcentres, libraries and Connexions Centres.

Colleges and universities also provide opportunities.

## L: Legal



### Typical vacancies advertised at local Connexions Centres:

Law costs draftsman, licensing caseworker.

Other job titles to look out for include trainee 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, although this is a lengthy route, and hard work.

## M: Leisure, Sport and Tourism



Sports-related opportunities have been increasing, with work ranging from assistant to trainee management level, although for the latter you are likely to be in competition with candidates who have related degrees. There are opportunities at local council leisure centres, commercial leisure and fitness centres and sports clubs. You could also look out for trainee management opportunities in theme parks, cinemas, bowling alleys, casinos, holiday centres and so on. Apprenticeships also occur in the travel and tourism industry. Ask your PA.

[www.leisurejobs.co.uk](http://www.leisurejobs.co.uk)

[www.apprenticeships.org.uk](http://www.apprenticeships.org.uk)

[www.kirkleesactive.co.uk](http://www.kirkleesactive.co.uk)

## N: Manufacturing and Production



**Typical 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.

[www.britishprint.com/training](http://www.britishprint.com/training)

[www.jobsinprint.com](http://www.jobsinprint.com)

[www.bbc.co.uk/jobs/north](http://www.bbc.co.uk/jobs/north) - BBC Salford Quays traineeships, work experience

## Q: Performing Arts



Most performing artists (actors, musicians, dancers and so on) 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 or apprentices 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.

## S: Retail



### Typical vacancies advertised at local Connexions Centres:

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

Many large companies offer a retail management trainee programme to those with 2 A levels or equivalent qualifications. You might also see vacancies for sales representatives.

Apprenticeships are available. Ask your PA.

**www.arcadiagroup.co.uk** - online applications began September 2010 for September 2011 programme

**www.inretail.co.uk**

**www.retailchoice.com**

**www.marksandspencer.com**

**www.tesco-careers.com** - 180 UCAS points

**www.iwantafreshstart.com** - Morrisons sponsored degree programme - B, C, C or equivalent at A level

**www.mcdonalds.co.uk/about-us** - crew members with potential can move from apprentice to restaurant manager and be given a place on a foundation degree programme.

## 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.

**www.jobs.nhs.uk** - health service jobs, including pharmacy technician - see page 12.

**Local press for jobs in industry.**

## U: Armed Services



With A levels, or equivalent, you can apply for officer entry in careers such as air traffic control, engineering, intelligence, medical or supply. All applicants should initially contact

Armed Forces Careers Office

10 Bond Court

Leeds

LS1 2JY

T: 0845 605 5555

**[www.royalnavy.mod.uk](http://www.royalnavy.mod.uk)** - Royal Navy

**[www.raf.mod.uk](http://www.raf.mod.uk)** - RAF

**[www.army.mod.uk](http://www.army.mod.uk)** - Army

## U: Emergency Services



### Fire Service

The reduction in public sector spending is affecting the Fire Service. Recruitment drives are advertised in the local press and on the website. There can be vacancies for both whole-time and retained (part-time) firefighters and trainee fire control operators. They do not keep a waiting list. The advice is to keep looking at the website.

You must be 18+ on appointment and in good health. Fitness, medical and written tests are given to candidates. Degrees of colour vision may be permitted.

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

T: 01274 655811 (Employment Services)

**[www.westyorksfire.gov.uk](http://www.westyorksfire.gov.uk)**

### Police

The reduction in public sector spending is affecting West Yorkshire Police. The websites below will have full details of any vacancies and the selection and entry process for police officers, community support officers, special constables, support staff and police volunteers (16+).

Recruitment campaigns and special schemes, eg the Explorers evening programme for 16-18 year olds, are posted on the websites so keep looking. The next programme begins in September 2011.

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

T: 01924 375222 and ask for Recruitment

**[www.westyorkshire.police.uk](http://www.westyorkshire.police.uk)**

**[www.policecouldyou.co.uk](http://www.policecouldyou.co.uk)**

## V: Social Care



You could go for jobs or apprenticeships as a care assistant, but these generally require GCSE level qualifications. Ask your PA. Professional social workers need a degree in social work.

[www.reed.co.uk/socialcare](http://www.reed.co.uk/socialcare)

## W: Transport and Logistics



Vacancies for trainees or apprentices occur in warehousing, transport and logistics. Job titles include vehicle scheduler, supply administrator, trainee transport manager, air traffic controller, timetable planner, trainee freight forwarder, merchant navy roles and air cabin crew. Lorry driving is now permissible for 18 year olds with a category C licence and the initial Driver CPC qualification.

[www.reed.co.uk](http://www.reed.co.uk)

[www.totaljobs.com](http://www.totaljobs.com)

[www.natscareers.co.uk](http://www.natscareers.co.uk) - air traffic control

[www.careersatsea.org](http://www.careersatsea.org) - merchant navy sponsoring companies and vacancies

[www.leisurejobs.co.uk](http://www.leisurejobs.co.uk) - cabin crew eg Ryan Air

Also go direct to airline websites for cabin crew vacancies

**Need to explore more job ideas?**

[www.workabout.org.uk](http://www.workabout.org.uk)

[www.connexions-direct.com/jobs4u](http://www.connexions-direct.com/jobs4u)



**Tip**

Select a qualification level before you do the career matching questionnaire.

Keep an eye on vacancies and training schemes with  
[www.notgoingtouni.co.uk](http://www.notgoingtouni.co.uk)

# What about an action plan?

## Thinking of a job?

Yes

Applying for jobs or apprenticeships can be a long process!

### BE ORGANISED

It's a good idea to plan time for job hunting into your study programme

**Research job ideas**  
(see pages 6-16)

**Complete your CV NOW**  
(see pages 28-33)

**Draft a covering letter**  
(see pages 28-32)

**Check vacancies often**

- at the Connexions Centre or Jobcentre
- on websites (see pages 6-16 and 21)

**Check out the papers**  
(see page 20)

**Prepare well for interview**  
(see pages 35-37)

Not sure

Speak to your Personal Adviser who specialises in careers, or a tutor

**Try KUDOS**  
or similar career matching program

**Research your options:**

- visit the Connexions Centre
- use the school/college Connexions resource centre
- go online
- check out the suggestions on pages 6-16

No

### Questions to ask yourself:

- is this what I want?
- have I got the right qualifications?
- will I get some training and qualifications?
- does this job have good prospects?

**BE CHOOSY**

Yes

**GOOD LUCK!**

# Where should I look for a job?

## Connexions can help

Connexions is a service that helps young people aged 13-19.

- \* Your school or college **Personal Adviser (PA)**
  - has access to vacancy details
  - will support you in finding a job
  - will help you with CVs, letters and interviews
- \* **Connexions Centres** have vacancies, local newspapers, access to the Internet, advice on benefits. (See inside back cover for locations.)
- \* The website [www.workabout.org.uk](http://www.workabout.org.uk) and the telephone helpline **Learningline** are useful resources:



**Workabout**, a website that includes CV advice, the latest job and apprenticeship vacancies, lots of information and useful links. Keep checking the vacancies.



**Learningline**, a helpline for information and advice about routes into careers (but not vacancies) and courses.

T: 0800 5 979 979 (free from UK landlines)

E: [learningline@ckcareers.org.uk](mailto:learningline@ckcareers.org.uk)

Text: 07786 202 804 and start your message with **learn**

# Jobcentre Plus can help

## Help and advice for job seekers

There are 3 ways to access Jobcentre Plus vacancies:

### ☀ Jobcentre Plus phone service

A telephone job-matching service to help you find a full, part-time or temporary job.

**Phone 0845 6060 234 or textphone 0845 6055 255** Monday to Friday 8.00am to 6.00pm and Saturday 9.00am to 1.00pm.

### ☀ Website

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

A database of job vacancies, childcare providers and voluntary work. You can save your favourite searches.

### ☀ Jobcentre Plus offices

At offices you can access the vacancies online using Job Points. Local offices are listed below.

Phone 0845 604 3719 or textphone 0845 608 8551

## Registering for benefits

For **new claims phone: 0800 055 66 88 or textphone: 0800 023 4888**

You can also claim Income Support, Jobseeker's Allowance or Employment and Support Allowance (if you are unable to work due to illness) online:

[www.direct.gov.uk/en/employment/jobseekers](http://www.direct.gov.uk/en/employment/jobseekers)

## Jobcentre Plus offices

Castle House  
Market Street  
Huddersfield  
HD1 2NE

Crown Buildings  
Rishworth Road  
Dewsbury  
WF12 8EF

Crossfield House  
St James Road  
Halifax  
HX1 1PE

26 Wellington Street  
Batley  
WF17 5HZ

411 Bradford Road  
Liversedge  
WF15 6DD

19 Horton Street  
Halifax  
HX1 1QE

27-31 Adelaide Street  
Todmorden  
OL14 5HT

Owler Ings Road  
Brighouse  
HD6 1EH

# Local newspapers

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

## TUESDAY

Burnley Express  
Huddersfield Weekly News (free)

## WEDNESDAY

Bradford Telegraph & Argus  
Halifax Evening Courier  
Huddersfield Daily Examiner  
Rochdale Observer

## THURSDAY

Batley & Birstall News  
Brighouse Echo  
Halifax Evening Courier  
Hebden Bridge Times  
Keighley News  
Todmorden News  
Yorkshire Evening Post  
Yorkshire Post

## FRIDAY

Burnley Express  
Dewsbury Reporter  
Mirfield Reporter  
Spenborough Guardian  
Wakefield Express

## SATURDAY

Huddersfield Daily Examiner  
Rochdale Observer  
Yorkshire Post

Local free papers also carry vacancies

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](http://www.yorkshirejobstoday.co.uk) and  
[www.fish4jobs.co.uk](http://www.fish4jobs.co.uk)

# Vacancies on the web

**DON'T FORGET**, it pays to look at specific company websites  
- if nowhere else that's where they'll advertise.

[www.direct.gov.uk](http://www.direct.gov.uk), then go to 'Employment' and 'Jobseekers'  
*Jobcentre Plus vacancies*

[www.fish4jobs.co.uk](http://www.fish4jobs.co.uk)  
*thousands of jobs from local newspapers*

[www.jobsgopublic.com](http://www.jobsgopublic.com)  
*public sector and not-for-profit jobs*

[www.monster.co.uk](http://www.monster.co.uk)  
*jobs, CV advice, employer profiles*

[www.yorkshirejobstoday.co.uk](http://www.yorkshirejobstoday.co.uk)  
*includes regional newspapers' job adverts*

[www.jobsearch.com](http://www.jobsearch.com)  
*jobs from agencies and employers*

[www.workthing.com](http://www.workthing.com)  
*vacancies, advice and information*

[www.reed.co.uk](http://www.reed.co.uk)  
*range of vacancies and job search resources*

[www.totaljobs.com](http://www.totaljobs.com)  
*vacancies from a wide range of sectors, a company directory search and more*

[www.notgoingtouni.co.uk](http://www.notgoingtouni.co.uk)  
*jobs, apprenticeships, voluntary work*

Also, search [www.workabout.org.uk](http://www.workabout.org.uk), the *C & K Careers website* and  
[www.apprenticeships.org.uk](http://www.apprenticeships.org.uk)

**There are more websites on pages 6-16!**

## Other ways and places to find vacancies

- ☀ **Speculative applications**  
Many vacancies are not advertised. Applying 'on spec' to a company shows interest and initiative.  
Send a speculative letter and CV to companies. Make sure you phone first to get the name of the person you need to write to.
- ☀ **Yellow pages - [www.yell.com](http://www.yell.com) and the hard copy business directory**
- ☀ **Word of mouth**  
Friends and relatives may know of vacancies where they work.
- ☀ **Jobs fairs**  
Keep an eye on the local papers for job fair adverts.

# Local employment agencies

## Agencies to help you find permanent or temporary work

If you are looking for temporary work you may be employed by the agency. The agency must give you written terms and pay you even if it has not been paid. For further information about your rights and the law on employment agencies go to:

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

**Pay and Work Rights Helpline 0800 917 2368**

Agencies are not allowed to charge a fee from the job seeker - the employer pays.

Agencies vary in the type of work they offer.

### **AKA Recruitment Consultants**

6 Knowl Road  
Mirfield WF14 8DQ  
T: **01924 495066**  
[www.a-ka.co.uk](http://www.a-ka.co.uk)

Permanent positions.  
Commercial, office-based work at all levels including admin, clerical and reception. Also motor industry at all levels.

### **AM Recruitment**

12 St Georges Square  
Huddersfield HD1 1JF  
T: **01484 532019**  
[www.am-recruitment.co.uk](http://www.am-recruitment.co.uk)

Permanent and temporary.  
Clerical, secretarial, administration, accountancy, managerial, legal, IT, engineering and technical. Advisable to ring first to make an appointment. For engineering at all levels contact the Dewsbury office: 01924 467040

### **Arc Recruitment**

18 Clare Road  
Halifax HX1 2HX  
T: **01422 348444**  
[www.arc-recruitment.co.uk](http://www.arc-recruitment.co.uk)

Permanent and temporary. All types of office work including secretarial, clerical, VDU, computer operator, accounts. Managerial positions. Temporary/permanent packers, general labourers, fork lift truck drivers.

### **Aspire Appointments Ltd**

2-4 Gelderd Road  
Birstall, Batley WF17 9PX  
T: **01924 422332**  
[www.aspireappointments.co.uk](http://www.aspireappointments.co.uk)

Clerical/secretarial, industrial, packing, production, engineering inspection, machine operator, ICT, sales. Permanent and temporary. Ring first for an appointment.

### **Elite Personnel Services**

T: **01274 865878**  
[www.elite-personnel.co.uk](http://www.elite-personnel.co.uk)

Permanent and temporary. Commercial, office and accounts.

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**Manpower UK Ltd**

12 Infirmary Street  
Leeds LS1 2TP

**T: 0113 2438 871**

**www.manpower.co.uk**

Vacancies in Halifax, Huddersfield and  
Leeds areas

Permanent and temporary. Personal assistants, secretarial, office work at all levels. Industrial - packers, warehousing, labourers.

There is also an office in **Dewsbury** - 01924 458232 for driving (LGV), technical jobs, plumbing, engineering and forklift.

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**Prime Time Recruitment**

c/o Huddersfield RUFC  
Lockwood Park  
Brewery Drive  
Lockwood  
Huddersfield  
HD4 6EN

**T: 01484 519900**

**www.primetime.co.uk**

Permanent and temporary.

Skilled engineers.

Secretarial/clerical, administrative. For industrial, catering, cleaning, driving, packing and labouring vacancies.

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**Spring Personnel**

46 John William Street  
Huddersfield HD1 1ER

**T: 01484 435657**

**www.spring.com**

Permanent and temporary, all areas except retail.

Accounts (all levels), catering, secretarial/clerical, call centre, driving. No retail.

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**Reed**

Marygate House  
14-16 Marygate  
Wakefield  
WF1 1NX

**T: 01924 203060**

**W: www.reed.co.uk**

Permanent and temporary.

Commercial office, sales, marketing, clerical, administration.

Covers Wakefield and Huddersfield.

Bradford office covers Halifax and Bradford - 01274 377619.

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**Three Way Solutions**

340 Huddersfield Road  
Halifax HX3 0QT

**T: 01422 322733**

**www.threewaysolutions.co.uk**

Vacancies in Huddersfield and Halifax  
areas.

Permanent and temporary positions. Covers all types of commercial (office) and industrial work. Some experience preferred for office jobs.

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**Travail Employment Group**

Standard House  
George Street  
Huddersfield HD1 4AD

**T: 01484 518000**

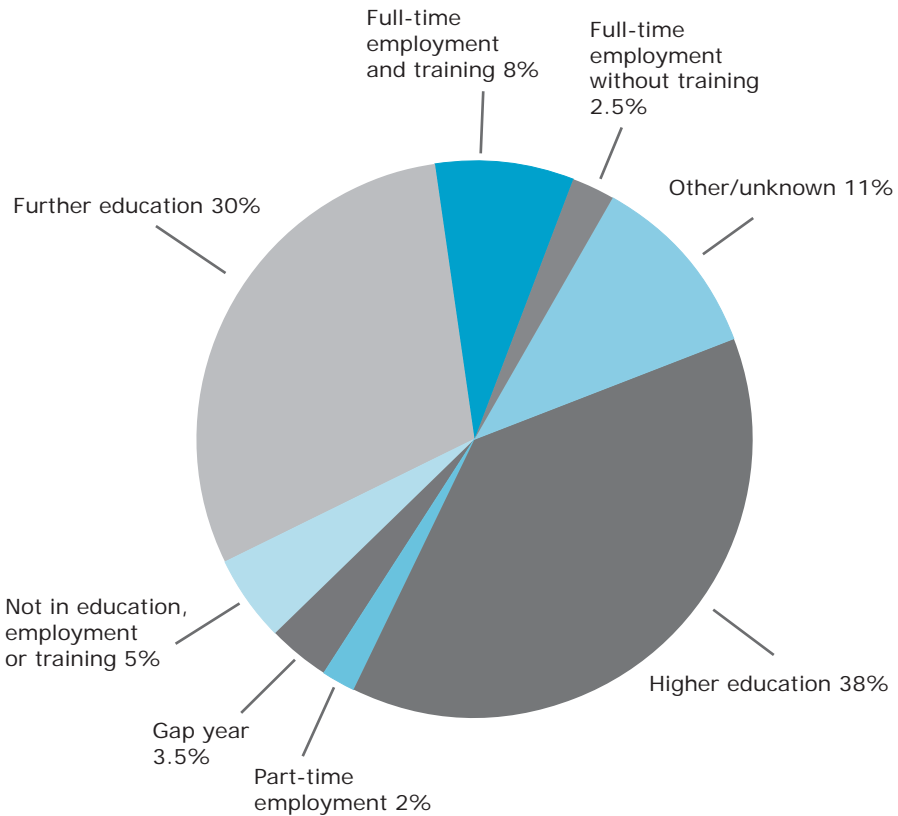
**www.travail.co.uk**

Permanent and temporary. Secretarial and clerical, skilled, semi-skilled, unskilled industrial work, accountancy at all levels, bar, waiting, kitchen work, drivers, customer service.

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# What happened to Year 13 leavers in 2010?

## Where they went



### Calderdale and Kirklees

Please note:

- a) figures are for all Year 13 leavers
- b) percentages used in the graph have been rounded to the nearest figure.

# The jobs they got

As you will see in the pie chart opposite most 2010 Year 13 leavers went on to higher education. Here's a summary of the types of job and apprenticeship the job seeking leavers found.

## Top 15

- 1 Sales: assistant, marketing
- 2 Administration: general, call centre, customer service, data input
- 2 = Care: nursery assistant/nurse, care assistant (elderly/disabilities), classroom assistant
- 4 Catering: bar work, chef, fast food service, hotel worker, waiter/waitress, kitchen assistant
- 5 Engineering: mechanical, manufacturing, electrical, fabrication, service (domestic), service (PC)
- 6 Production: factory, packing, warehouse, stores
- 7 Construction: electrical installation, joinery, plumbing/heating and ventilation, scaffolding, carpet/floor fitting, plastering
- 8 Finance: banking, insurance, building society positions
- 9 Hairdressing: mainly apprenticeships
- 10 Motor vehicle: mechanic/technician, motor service adviser, body repairer
- 10= Armed Forces: Army, RAF, Navy, Police
- 10= Sport and leisure: sports instructor, leisure centre assistant, sportsman/woman
- 10 = Agriculture/horticulture: groundsman/woman, farm worker, gardener
- 14 IT: support technician
- 15 Construction technicians: architectural, building services, quantity surveying

**Others:** travel agent, youth and community worker, cleaner/valet, pharmacy technician, laboratory assistant, beauty therapist, dental nurse, veterinary nurse, conveyance trainee, photographer, comedian, sound and light technician, butcher, auctioneer, teacher of English as a foreign language.

### Note:

Some people may have been in temporary 'gap year' jobs before going to university.

# What are employers looking for?

## “More than qualifications”

Survey after survey tells us that employers are looking for more than qualifications to fill their vacancies with the right people.

They want people who are numerate, literate, have IT skills, can communicate (write, listen and speak) well, have initiative, can work on their own and in a team, can manage their time (prioritise), are interested in learning, are self confident and have a positive attitude.

These are **transferable** to most work settings, which means they are welcomed by all employers. The employer will feel that someone who can demonstrate these basic skills will fit into their organisation and begin contributing to the success of the organisation quickly.

## Quotes from real vacancy adverts

“Must be able to use **Excel**, have excellent **time management** skills and be able to **work independently** or as **part of a team**.”

“You must also possess good **written and oral communication** skills and be **polite and approachable**.”

“Must be **keen to progress** to degree or equivalent level and be able to demonstrate a **willingness to learn**.”

“You must be **reliable** and **flexible** with working hours.”

“The successful candidate should be able to demonstrate **flexibility of approach, confidence** and the ability to **prioritise workloads**.”

“Must be **smart, enthusiastic** and able to **work in a small team**.”

“Must hold a full clean **driving licence**.”

“Knowledge of **Word** computer package would be an advantage.”

“Good **telephone manner, willingness to learn, good timekeeping** are required.”

# How do I sell myself?

Think about it, why should the employer take you over someone else? You need to make it easy for the employer to see that you are the one for the job. In other words, you need to sell yourself to them.

To separate yourself from the rest:

- ✿ **Prepare!** Preparation is vital to your success.
- ✿ **Analyse yourself** - what skills, abilities, interests, experiences, personality have you got? Relate relevant ones to the job's requirements. Use specific examples as evidence to support what you are saying.
- ✿ **Demonstrate a range of transferable skills** that will be useful in the job (see page 26).

Transferable skills go a long way to making you **'work ready'**, so it is a good idea to develop them and put yourself ahead of other people. You can do this through your school or college study and activities, and through voluntary work and spare time activities. For example, you can manage your time if you always get your course work in on time. If you also fit in practising a musical instrument or regular sports training you are probably prioritising well. If you have a Saturday job in a busy shop you will have developed face to face communication skills and awareness of the need for good customer service while serving customers and dealing with their queries. You probably have the idea now!

- ✿ **Show enthusiasm** and genuine interest in the job and company.
- ✿ **Make an impression** - a good one! You only get one application form/CV/ interview so make it the best you can. See pages 28-33 for a reminder of how to put together a CV, letter and application form.
- ✿ **Be positive** and honest.



# Can you help me with the application?

You'll realise by now the importance of making a good impression. That impression begins with the phone calls you make, and the application form, CV and letters you send.

The aim of your application is to get you to an interview - so spend time to get it right!

On the following pages you'll find examples of a CV, covering letter and speculative letter. You'll have covered how to make a good application in Year 11 but here's a reminder of some key points. If you need more help do see your PA.

## Top tips for CVs, application forms and letters

I don't want to see an email from 'hot stuff' who attended 'collage' and trained in 'fist aid'".

*Comment from an employer*

## Good presentation

- Use good quality plain paper and a standard font (an exception might be for an extremely creative job).
- Ensure spelling, grammar and punctuation are correct (ESSENTIAL - or it will be thrown in the bin).
- Make it readable (clear, in logical order, not too wordy, neat).
- Make copies to practise on and ask someone to check over your final version for mistakes.
- Word process your application, where possible (unless asked for an application in writing).
- Use one side of A4 maximum (one to two for a CV).

## Target the content

- ✿ **Tailor everything to the job you are applying for.** Bland, standard applications will not impress. Tell the company what has impressed you about them and what attracted you to them. Be positive.
- ✿ Send your CV or letter to a named person. If you really can't find out use the phrase *Dear Sir or Madam* (not *Dear Sirs*).
- ✿ Remember to finish *Yours sincerely* if you began *Dear Mr/Mrs/Ms/Miss* but *Yours faithfully* if you began *Dear Sir or Madam*.
- ✿ If you are sent an application form don't be tempted to send your CV instead!
- ✿ Focus on the essential and desirable requirements (criteria) for the job in the job advert or job description. Identify the keywords, then provide evidence of the qualities, skills and experience you have which match.
- ✿ Don't underestimate yourself but be sure you can prove what you say! Be truthful - you may be caught out later.
- ✿ If you failed a course you can leave it out unless it is relevant to the job. If it is, put something like *...studied to A level*, for example.
- ✿ A referee is someone who knows you well and will say good things about you. Check they are happy to be your referees. If you haven't had time to ask them you can put *Referees details on request*.
- ✿ Your first referee should be your headteacher or your present/last employer, once you have worked, and the second can be anyone else but not a member of your family.
- ✿ Finally, before you send it, make a copy or photocopy to refer to later.

## The application form...more tips

- ✿ Read it thoroughly 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 at least those which are essential.
- ✿ If a section is not relevant either put N/A (means not applicable) or a line through it. That shows you haven't just forgotten it.

- The ***Other information to support your application*** section is actually the **most important** part of the form. This is where you highlight your selling points, linking them to the essential requirements, and where you explain why you are a good candidate for the job.

## Online applications and application forms...more tips

- Be warned - they need the same preparation and thought as a paper application form. In fact, sometimes you can't go back pages so you need to be careful and well prepared.
- Do not abbreviate or write in text speak - and no smiley faces!
- Practise first with a draft copy in Word. When you are ready copy and paste your information. (Not possible with some forms.)
- Before sending, print a copy for someone to check over.
- If it's not possible to print it, copy and paste it into Word. Use it for interview preparation.
- Make sure your email address is respectable - ditch the crazy one, or it may not get read.
- Use a standard font and format and check it will print out properly at the other end.
- Put the job title and the reference number or Job application in the subject.
- Don't use capitals, it's like SHOUTING.

## Your CV (curriculum vitae)...more tips

- Unlike an application form you choose what goes in your CV. You can leave out things that might not help your application.
- A CV is factual. Use the covering letter to convey your motivation and to persuade the employer that you are worth an interview.
- The example CV on page 33 provides guidelines on what to cover. Your life story is not necessary - just sell your relevant skills, experience and achievements.
- If your employment experience is limited or your exam results are not good you can put the emphasis on explaining your skills, qualities and achievements.
- If emailing a CV, check that your font and format will print out properly at the other end!

## Covering and speculative (spec) letters...more tips

- ✿ Confirm your CV or application form is enclosed.
- ✿ Don't duplicate the CV or application form, but do explain what vacancy you are applying for or the area of work you are enquiring about. It is also your chance to stand out from the other job seekers, so do pick out the highlights: *You will see from my CV/application form that...* **Make the employer want to read more about you.**
- ✿ A spec letter shows initiative.

### Create a buzz with action words

**WHAT** you say and the **WAY** you say it can make the difference between an interview and the waste bin!

Action verbs and positive words give the impression of a positive, motivated, dynamic person, who knows how to present themselves.

Introducing **some** of the following words and skills, or similar, in to your CV or application form could get you that interview!

**achieved - designed - devised - researched - organised - communicated - developed - co-ordinated - tested - built - arranged - liaised - team worker - high standards - performed - created - determined - careful - punctual - enthusiastic - flexible - committed - negotiated - analysed - managed - motivated - planned - completed - recommended - responsible for - represented - solved - conducted - experience of - experienced in**

These are words often used in the world of work, but you could use words like these to describe your performance in a part-time job or in school or college projects and experiments; for example, *'I did a survey'* could become *'I designed a questionnaire and conducted a survey'*.

**BE PATIENT!** It could be months not weeks before you hear anything. Things don't happen quickly, especially with large companies, but you could ring after two weeks to check they received your CV/application and, if a speculative enquiry, to ask whether any vacancies are likely.

# Sample covering letter

You should send a covering letter with your CV or completed application form.  
For tips on how to write one see pages 28-31.

*Use plain white, good quality paper*

105 Market Way  
Parkland  
Dewsbury  
WF22 0NQ  
01924 000000

Mrs M Miller  
Practical Publishers Ltd  
Brent Street  
Dewsbury  
WF19 4PP

*Put full address and  
telephone number*

13 May 2011

*Put the date*

Dear Mrs Miller

**ICT SUPPORT (REF 106A)**

*Put the job title  
and reference clearly*

In response to your recent advertisement in the Dewsbury News, I enclose my CV.

You will see that as part of an A level project I developed a spreadsheet for the school snack shop and taught Year 11 students how to use it. I thoroughly enjoyed this and would very much like to pursue a career in IT support.

I am able to attend an interview at any time.

*Briefly say why  
you are applying  
and what you are  
enclosing*

I look forward to hearing from you.

Yours sincerely

**Jack Davies**

JACK DAVIES

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

# Sample CV

For tips on how to write a CV see pages 28-31.

## Sobia Bibi

23 Mary Lane, Oakwood, Huddersfield HD4 1TW

Tel: 01484 000000

Email: sobia.bibi@email.co.uk

Mobile: 0078 123004

### 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 am now keen 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

Oakwood 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 and Work Experience

Jacksons  
p/t 2008-present  
stock control, staff training  
Childminding  
2007-2009

Sales assistant:  
customer service, cash and credit handling,  
  
For relatives and neighbours

### Interests

I run for Huddersfield Harriers and last year came 20th in the Huddersfield half-marathon. Swimming, table tennis and music also interest me.

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

### Referees

Mr J Brown  
Head Teacher  
Oakwood High School  
Orchard Lane  
Huddersfield HD4 7LY  
Tel: 01484 333 333  
Email: jbrown@school.org.uk

Ms J Bond  
Manager  
Jacksons  
1 East Way  
Huddersfield  
HD1 3AW  
Tel: 01484 888 888

# Sample speculative letter

For tips on how to write one see pages 28-31.

*Full address*

26 Reston Close  
Halifax  
HX2 3OZ  
Tel: 01422 000000  
Mob: 0789 000000  
12 March 2011

Mrs M Chatsworth  
Personnel Manager  
Bootiful  
West Way Business Park  
Kingston on Thames  
KT2 9SF

*Company address*

Dear Mrs Chatsworth

*Say why you are writing*

In today's Halifax Evening Courier I saw that you will shortly be opening a new branch of Bootiful in Halifax. As a career in retail management interests me very much, I am writing to ask if you have, or are likely to have, a suitable vacancy.

*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 am studying A level 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 will be completing my A levels this year and will be available from 1st July 2011 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

**Alison Keen**

Alison Keen

Attach a CV

**Don't forget - this is just an example**

# What about interviews and selection tests?

**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 - whether it's a traditional interview or a telephone interview.**

## Before the interview

- ☀ **Phone or write to accept** the offer of an interview.
- ☀ **Find out about the company** - you will feel more confident and will impress the interviewer.
- ☀ **Prepare for questions** - those you might be asked and those you will want to ask.
- ☀ **Read your application again** - what did you say? You don't want to get caught out!
- ☀ **Take pen and paper** - to make notes if necessary.
- ☀ **Be on time** - check directions and timetables.
- ☀ **Switch off your mobile!**
- ☀ **Behave appropriately** - dress for the interview, nothing extreme! Don't smoke or chew gum.

## During the interview

- ☀ **Show confidence** - smile and if offered a hand shake, make it a firm one. Maintain eye contact - don't look at the floor!
- ☀ **Listen carefully** - for the interviewer's name and to the questions.

- ☀ **Talk -** but not too much! Be positive and enthusiastic - talk about your successes and skills rather than anything that might put the interviewer off you as a potential employee. Speak clearly.
- ☀ **End politely -** thank the interviewer and, if necessary, ask politely how long it might be before you hear the result of the interview.

## Afterwards

- ☀ If unsuccessful, **ask for feedback** so that you can improve next time.

**Most of these points are valid for telephone interviews also. It may sound odd but even smiling while on the phone works!**

## Typical questions the interviewer might ask you include:

**Q Why do you want this job?**

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

**Q What can you bring to the job?**

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

**Q What experience have you had?**

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

**Q How good are you at working in a team?**

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

**Q How good are you at working on your own?**

**A** 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.

## Typical questions you might ask:

- What would I be doing?
- Who would I be working with?
- Would I need any special kit?
- 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 it's offered to you!*

## Can't think of any questions?

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, thank you!'

## 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. You may go to a centre or take the test online.

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

## Want to practise?

- The Prospects website, although aimed at graduates, has links to practice tests and advice: [www.prospects.ac.uk](http://www.prospects.ac.uk) (Go to Careers advice, Interview tests and exercises, Psychometric tests).
- [www.morrisby.com](http://www.morrisby.com) for abstract reasoning test questions, advice and FAQs.
- '**How to pass**' series, published by Kogan Page, includes the firefighter and police selection process, verbal reasoning and numeracy tests.

# 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


# What are my rights at work?

## Pay and conditions

There are laws to protect you in work.

### Contract of employment

This is important. You should get one within eight weeks of starting a job - if you don't, ask. When you receive it, check it carefully as it sets out the terms of your employment such as hours, pay and holidays.

### National Minimum Wage (NMW)

- The National Minimum Wage is the minimum you can expect to get.
- The rates change on 1st October each year.  
From October 2010 the rates are:

<b>Apprentices</b>	<b>£2.50</b>
<b>Age 16-17</b>	<b>£3.64 an hour</b>
<b>Age 18-21</b>	<b>£4.92 an hour</b>
<b>Age 21+</b>	<b>£5.93 an hour</b>

Pay and Work Rights Helpline: 0800 917 2368

### The Working Time Regulations (WTR)

This is about minimum hours and holidays. Working time does not include lunch breaks.

For those aged 18+ the regulation states a maximum of 48 hours a week unless **you** decide to agree otherwise which is called 'opt-out'. You are also entitled to one day off each week and at least 28 days paid holiday.

More on employment rights, pay and conditions:  
[www.direct.gov.uk/en/employment](http://www.direct.gov.uk/en/employment)  
<http://payandworkrightscampaign.direct.gov.uk>

# Equality

You have the right to be treated fairly and with respect by all staff. It is nearly always against the law to discriminate against anyone in education, work or training because of race, gender, sexual orientation, age, religion, belief or disability.

## The Equality and Human Rights Commission

*Race, age, disability, gender, sexual orientation, religion and belief and human rights*

**Helpline: 0845 604 6610** Mon-Fri, 8.00am - 6.00pm

**Textphone: 0845 604 6620**

**[www.equalityhumanrights.com](http://www.equalityhumanrights.com)**

## More rights advice

### Citizens Advice Bureaux (CAB)

*Independent advice on your rights*

**[www.adviceguide.org.uk](http://www.adviceguide.org.uk)**

### Pay and Employment Rights Service (PERS)

*Tax, national insurance, wages, regulations*

**[www.pers.org.uk](http://www.pers.org.uk)**

### Advisory, Conciliation and Arbitration Service

*Information and advice on employment issues*

**[www.acas.org.uk](http://www.acas.org.uk)**

**Helpline: 08457 47 47 47**

Mon - Fri, 8.00am - 8.00pm

Saturday, 9.00am - 1.00pm

**Minicom: 08456 06 16 00**

Mon-Fri, 8.00am - 8.00pm

### Trades Union Congress (TUC)

*Information about employment rights*

**[www.worksmart.org.uk](http://www.worksmart.org.uk)**

### Pay Wizard

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

**[www.paywizard.co.uk](http://www.paywizard.co.uk)**

# Can I start my own business?

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, independent, ambitious, determined,  
professional, hard working, organised**

You'll need the right personal qualities, and a business idea that has a good chance of succeeding. Research your ideas and plan your business carefully:

- 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, these organisations can help:

## Business Link Yorkshire

[www.businesslink.gov.uk/yorkshire](http://www.businesslink.gov.uk/yorkshire)

T: 0845 6 048 048

E: [info@businesslinkyorkshire.co.uk](mailto:info@businesslinkyorkshire.co.uk)

*Help and advice for business, including start-ups available until November 2011.*

## Shell LiveWIRE

[www.shell-livewire.org](http://www.shell-livewire.org)

T: 0845 757 3252

*Provides free help and advice for people aged 16-30 wanting to start up a business.*

## Prince's Youth Business Trust

[www.princes-trust.org.uk](http://www.princes-trust.org.uk)

T: 0800 842 842

*Offers low interest loans, or grants, business mentors and other support for 18-30 year olds.*

## Learningline

T: 0800 5 979 979

E: [learningline@ckcareers.org.uk](mailto:learningline@ckcareers.org.uk)

*Can send information on setting up specific businesses.*

**Local colleges will offer courses in business start-up.**

# Q13

## I can't find a job what else can I do?

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
- check out youth and community centres - some arrange short, skill-based courses or training, on the use of computers and the Internet, for example
- take part-time or casual work - it could lead to something permanent, but keep applying for other jobs
- consider self-employment if you have the right experience and qualifications (see page 41)
- use your time to make as many contacts as possible - it will improve your chances of hearing about vacancies
- 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:

### Community Service Volunteers (CSV)

[www.csv.org.uk](http://www.csv.org.uk) T: 0800 374 991

### Prince's Trust Volunteers

[www.princes-trust.org.uk](http://www.princes-trust.org.uk) T: 0800 842 842

T: 0113 236 8399

Hundreds of opportunities locally and throughout the UK

[www.do-it.org.uk](http://www.do-it.org.uk)

### Jobs, apprenticeships and voluntary work

[www.notgoingtouni.co.uk](http://www.notgoingtouni.co.uk)

Volunteer abroad. Contribute to projects in communities where help is most needed.

[www.bunacvolunteer.org](http://www.bunacvolunteer.org)

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

# **Student Plus MetroCard - low price travel**

Low price travel costs for **anyone under 22** and full-time students.

The weekly card costs £18.30 and the monthly option costs £67.50.

These tickets provide unlimited bus and train travel throughout West Yorkshire at any time of day and night (except Nightrider and special services).

## **Where to get a Student Plus MetroCard**

Student Plus MetroCards are on sale at Metro Travel Centres, staffed bus and rail stations and Post Offices.

Go to  
**[www.wymetro.com](http://www.wymetro.com)**  
for more information

**January 2011**

# Shoutabout JobFAQs

## Have your say



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

### 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 Personal Adviser in school or college, or post it to your local Connexions Centre - see inside back cover for details.

# Connexions Centres

## Dewsbury Connexions Centre

Dewsbury Library  
Railway Street  
Dewsbury  
WF12 8EB

01924 324200

## Halifax Connexions Centre

16 Alexandra Street  
Halifax  
HX1 1BS

01422 342106

## Huddersfield Connexions Centre

24 High Street  
Huddersfield  
HD1 2LR

01484 226800

Open Monday to Friday 10.00am - 5.00pm



# learningline

0800 5 979 979

E: [learningline@ckcareers.org.uk](mailto:learningline@ckcareers.org.uk)

Text: 07786 202 804 start  
message with **learn**



Job  
vacancies

easyCV

[www.workabout.org.uk](http://www.workabout.org.uk)

## Other areas

### Bradford Connexions Centre

29 Cheapside  
Bradford  
BD1 4HR

01274 377800

Monday, Tuesday,  
Thursday 9.00am-4.30pm  
Wednesday 10.00am-4.30pm  
Friday 9.00am-4.00pm

### Keighley Connexions Centre

79 Low Street  
Keighley  
BD21 3QP

01535 618100

Monday 11.00am-5.30pm  
Tuesday-Friday 11.00am-4.30pm

### Wakefield Connexions Centre

24 Wood Street  
Wakefield  
WF1 2ED

01924 371579

Monday, Wednesday,  
Friday 9.30am-5.00pm  
Tuesday, Thursday 1.00pm-5.00pm

### Leeds Connexions Centre

5th Floor  
1 Eastgate  
Leeds  
LS2 7LY

01132 262180  
Monday - Friday  
9.00am-4.30pm

T: 0800 5 979 979  
W: [www.workabout.org.uk](http://www.workabout.org.uk)  
E: [learningline@ckcareers.org.uk](mailto:learningline@ckcareers.org.uk)  
Text: 07786 202 804 start message with the word learn

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Shoutabout it! We are always trying to improve our publications. If you have any comments about this guide please use the form on page 44 or email [julie.tree@ckcareers.org.uk](mailto:julie.tree@ckcareers.org.uk)

Cover design by Samuel Wakefield, Richard Sheard and Rachel Hinchcliffe  
OCR National Extended Diploma in Design students  
Huddersfield New College

**connexions**  
working with  
young people in Kirklees

provided by  
**Kirklees**  
COUNCIL

**connexions**

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Council