



Moving on

Activities for learners

2017

© Jess Hurd/reportdigital.co.uk



Section 1: Next steps

Exercise 1

Looking for jobs

The object of the exercise is to develop a comprehensive list of places to go for information on job opportunities.

- 1 Working in pairs (or small groups), make a list of all the ways you can think of to find out about job vacancies.
- 2 For each item in your list, make a note of its advantages and disadvantages. For example, national newspaper advertising covers a large area (advantage) but requires basic literacy skills to access (disadvantage).
- 3 Working with the facilitator, compile a comprehensive list of employment opportunities information on a flipchart. Include the advantages and disadvantages of each method.

Exercise 2

Understanding job adverts

- 1 Look at one of the job adverts in the handouts and make a list of the duties and responsibilities you think would be included in the job description.
- 2 Draw up an outline possible person specification using the following four headings:
 - (a) qualifications (certificates that a successful applicant would be expected to have)
 - (b) experience (familiarity with the particular type of work)
 - (c) skills (including those that people may have developed outside work)
 - (d) personal qualities.

Exercise 1: example

Where to look	Advantages	Disadvantages

Section 1: Next steps

Getting the most out of LinkedIn

Many human resources and recruitment staff use the professional social networking site LinkedIn to find potential applicants for jobs, so it can be very useful to develop an attractive profile on the site, which has 20 million members in the UK alone.

Users can get the best out of the site by following many of the same rules they would for posting on any social networking site – using photographs to catch people’s attention, not overwhelming people with huge amounts of text and securing positive feedback.

Many of the exercises from later in this booklet will help participants develop an effective LinkedIn profile, especially **Exercise 10** (Personal profile) and **Exercise 11** (Selling your skills). In addition, there are many online how-to guides available with useful suggestions about using the site. Use the search term ‘improve your LinkedIn profile’ to find up to date guides.

www.linkedin.com

Top tips

- 1** Choose a descriptive headline. Avoid a plain, generic headline such as ‘Clerical Worker’. Think of a headline that sums you up and makes it easy for recruiters to find you using keyword searches.
- 2** Include a well-taken photograph. Many employers will not pay you any attention if you do not include a photograph, and most will expect you to appear as how you might for an interview.

- 3** Keep your summary short and to the point. Don’t fill it up with unnecessary detail that will make it harder to read. Include your key skills and achievements, and focus on where you would like to go next.
- 4** Avoid clichés. According to LinkedIn’s own UK survey, too many people are using the same keywords on their profiles. Imagine how bored all those recruiters must be when they come across them all the time. To keep them interested avoid: *motivated, creative, enthusiastic, track record, passionate, successful, driven, leadership, strategic and extensive experience.*
- 5** Ask for endorsements. Contact co-workers and union members and ask them to endorse skills they know you have and you list on your entry. A good range of endorsements works like a good feedback score on eBay: it makes recruiters more likely to consider you.
- 6** Extend your LinkedIn network. Aim for a minimum of 50 people in your network. If you’re starting from scratch, don’t be daunted by this. Working on expanding your network little and often will get you there.

Section 1: Next steps

Using Universal Jobmatch

Universal Jobmatch is a free service that enables you to search for and apply for jobs across the UK. You do not need to be registered to search for jobs, but setting up a Universal Jobmatch account will enable you to do much more.

By registering, you will be able to:

- create a profile to help match you to job opportunities
- upload up to five CVs that you can use to apply for jobs within Universal Jobmatch
- create a searchable CV that can allow employers to match your skill-set against their jobs and invite you to apply (your identity or personal details are not revealed to the employer)
- create and save job searches with daily or weekly email updates to alert you to new jobs that match your preferences
- create and save up to five cover letters you can use when applying for jobs within Universal Jobmatch
- keep a record of your job search and application activity in one place.

<https://jobsearch.direct.gov.uk/>

Top tips for using recruitment agencies

Recruitment agencies work closely with employers.

They will match you to a job if you have what an employer is looking for. Agencies offer temporary jobs as well as permanent or full-time jobs. Agencies also offer jobs that have flexible working hours which may suit your situation and needs. Some agencies specialise in certain types of jobs so they may be able to offer you extra support to find a job in a particular line of work.

To make the most out of your recruitment agency, make sure you:

- keep in regular contact with them
- give them all the information they need, including all your contact details and references
- keep your CV accurate and up-to-date
- tell them if there is a particular type of job you *don't* want: be upfront and save time
- listen to any advice from your consultant about improving your CV: they are professionals and they want to help you get a job
- talk to your agency if they are not finding you work: it may be there is none available, so think about other types of work you are willing to do or register with another agency.

Section 2: Application forms

Exercise 3

Identifying your skills

- 1 Divide a sheet of paper into five columns headed:
 - at home
 - at work
 - voluntary work
 - hobbies and interests
 - any others.
- 2 Think about all the skills you have in the different areas of your life, and list them under the heading which fits best.
- 3 What job skills did you identify that you did not develop at work?

Exercise 4a

Describing your skills

- 1 Look at these two statements:
 - (a) "I spent 10 years at home with the children and now I want a change."
 - (b) "I decided to take a 10-year break from paid employment to support my children in their early years. Now they are independent, the time is right for a new challenge."
- 2 How do you think the two writers feel about what they have done for the past 10 years?
- 3 Why do you think this?

Exercise 4b

Describing your skills

- 1 Look at this list of positive words:
achieved / assessed / capable / competent
consistent / co-ordinated / created
designed / developed / directed / dynamic
economical / effective / efficient / encouraged
established / expanded / guided
implemented / improved / initiated
innovative / inspiring / knowledge
maintained / managed / monitored / organised
participated / positive / productive
resourceful / responsible / specialised / successful
supervised / trained / varied / versatile
- 2 Using words from the list, rewrite these statements in positive versions:
 - (a) I was asked to show new staff how to do the work
 - (b) I had to keep an eye on what stock was needed and place new orders when we were running low
 - (c) The boss always asked me to fill in for people from other departments when they were short
 - (d) I had to sort out the filing system and then show others how to use it
 - (e) I used to do the books for the local playgroup: what you want is probably similar
 - (f) The boss would often leave me to work by myself all day.
- 3 What do you feel about the differences between the original statements and the rewritten versions?

Section 2: Application forms

Exercise 5

Education and qualifications

- 1 Fill in the form headed 'Education and qualifications'.
- 2 Highlight any details you need to identify later.

See table on page 7.

Exercise 6

Employment history

- 1 Fill in the form headed 'Employment history'.
- 2 Highlight any details you need to identify later.

See table on page 7.

Exercise 7

Completing sample forms

- 1 Read through the whole of the sample application form. Make a mental note of any instructions. Does it ask for any or all sections to be completed in a particular colour? In block capitals? Does it want your employment history in chronological order (most recent last) or reverse chronological order (most recent first)?
- 2 Apart from the information in your 'Education and qualifications' and 'Employment history' forms you completed in **Exercise 6**, do you need to have any more information to hand before you start completing the form? Do you know your National Insurance number?
- 3 When you draft your reasons for leaving, remember to be positive, not negative. No employer is likely to want to interview someone who writes: 'Didn't get on with my boss'. Say something more positive, such as: 'Wanted to gain wider experience.'
- 4 Don't leave 'additional information' blank: this space is a chance to sell yourself, so make sure you include all the experience and skills you have that relate to the job, including any gained from hobbies and voluntary work as well as previous work experience.

See form on pages 8–10.

Application for employment (1)

Please type or write your answers in BLACK ink and continue on a separate sheet if necessary.

Post applied for	Reference number
------------------	------------------

PERSONAL INFORMATION

Dr, Mrs, Mr, Miss, Ms	Surname		
First names		Date of birth	
Home telephone	Business telephone	Nationality	
Address			Postcode

SECONDARY AND HIGHER EDUCATION

Dates (month/year)	School, College or University	Examinations taken	Results

TECHNICAL, PROFESSIONAL OR OCCUPATIONAL TRAINING

Dates (month/year)	School, Institute or Employer	Subjects	Qualifications (if applicable)

Application for employment (2)

EMPLOYMENT HISTORY in reverse chronological order, please

Dates (month/year)	Name and address of employer	Positions held	Final salary and reason for leaving

EXPERIENCE

Describe briefly the nature of your present position as well as any held previously that you consider relevant to this application.

Application for employment (3)

ADDITIONAL INFORMATION

Please use this space to give any information you feel is relevant but is not covered elsewhere.

REFEREES

Name and address	Name and address
Postcode	Postcode

Are we able to approach your referees without contacting you first? Yes / No

Signed	Date
--------	------

Section 2: Application forms

Exercise 8

Good and bad application forms

- 1** Read through the four completed application forms and mark the areas that you think are good and bad with your reasons.
- 2** Use the shortlist form to make your formal evaluation.
- 3** Based on your evaluation of the forms, discuss with your workshop partner who should get the job and make a joint decision.
- 4** Based on evaluating the forms and making your decision, discuss what you have learnt that you could use the next time you fill in an application form of your own.

See pages 12–29.

Sample forms Exercise 8

SHORTLIST FORM

Criteria Scoring Guide (½ scores can be used)

Does not meet criteria	0	1	2	3	Excellent
------------------------	---	---	---	---	-----------

Applicant	Hayley Hawkes	John Jenkins	Jayne Jones	Marie Morgan
Practical knowledge of IT systems				
Experience of office environment and ability to work in a team				
Familiarity with admin processes and systems				
Good organisational skills				
Ability to communicate clearly and effectively				

Sample forms Exercise 8

CONFIDENTIAL

Please complete all sections and write clearly

APPLICATION FOR EMPLOYMENT AS:
Admin Assistant

PERSONAL DETAILS

Surname: **Hawkes** (Mr/Mrs/Miss/Ms) First Name(s): **Hayley**

Home Address: _____ Postcode: _____
Work: _____

Telephone Nos: Home: _____

Email Address: _____

National Insurance No: _____ Relationship: _____

Next of Kin: _____

Address: _____

EDUCATION AND TRAINING

School/College/University	Dates	Qualifications Obtained (inc. grades)
Port Talbot Comprehensive School	1997	GCSE
	1997	English Language - C
	1997	English Literature - D
	1997	German - C
	1997	Art - B
	1997	Double Science - CD
	1997	Welsh - D
Swansea FE College	1997	History - E
	1997	Information Technology - D
	2000	NVQ Business Admin
	2003	OCR RSA Text Processing III
	2004	OCR RSA Word Processing II

Membership of Professional Institutes, Associations etc: _____

Training & Development activity in last 2 years: _____

First Aid at Work - 2008; Customer Service - 2008; ECDL - 2010

Sample forms Exercise 8

SKILLS AND EXPERIENCE

You are invited to describe your skills and abilities, and your work experience to date, and to explain how they match the requirements of the post you are applying for. Please state the reason(s) for your application.

Having read through the job description I have decided to apply for this position as I am confident that I can fulfil everything required in the specification to a high standard. I can see that this position will allow me to utilise my skills and experience and will benefit the council and the people involved.

I currently work in a similar role, working for a training organisation. Although my position is as a manager, I have had to 'work up the ladder' and learn everything involved in the job, not just how to be a manager. During my years as Administration Officer I created delegate packs, collated course material, registered delegate bookings, sent joining instructions and tracked attendance on completion of courses on a daily basis.

These days my duties mainly consist of:

- Staff management:
 - Task delegation/HR issues, i.e. Conducting staff appraisals and interviewing prospective employees/any other issues that may arise
- Quality Assurance
- Attending client meetings, minute taking and producing reports
- Assisting the Directors at company exhibitions
- Produce monthly KPI's (Key Performance Indicators) using Microsoft Excel
- Client File Management
- Course material formatting using Microsoft Word, Excel and Powerpoint
- Tutor Management:
 - Course material/Diaries Management/Accommodation/Travel i.e. flights, trains, etc via internet and phone.
- Stationary stock management
 - Checking stock supplies/budgetary control
- Website updates and amendments

In my current and past roles I have been asked to fulfil different tasks other than my normal duties and have enthusiastically undertaken these challenges. I enjoy being an effective part of a successful team and understand that team members need to be flexible in order for the team to meet its goals consistently.

I am confident using computers and am currently working towards NVQ III in IT Applications. I am already finding the knowledge I have learnt to be very useful in a working environment. Sections I have completed so far are Microsoft Word & Excel expert, Microsoft Outlook and Effective Business Communication.

Sample forms Exercise 8

Communication is and has always been a key part of my jobs and I have to be able to converse and communicate professionally with a wide variety people and staff up to and including Director level on a daily basis. I am able to communicate effectively with members of my team, ensuring that I am understood and that they are able to accurately carry out tasks that I have delegated to them. I am confident at dealing with difficult customers and have the ability to keep difficult situations calm by being polite, understanding and professional at all times.

Maintaining confidentiality is currently an important part of my role. I am broadly aware of the Freedom of Information and Data Protection Acts and embrace Equal Opportunities and anti-discrimination practice.

I am familiar with working to policies and procedures effectively and accurately, as my current and previous roles have required this. I also appreciate the importance of following procedures to ensure that tasks are undertaken correctly and to standardise working practice.

I am a methodical, calm and clear-thinking individual who doesn't panic under pressure.

I have evidence of good drive and commitment from my progress from an office junior to currently being a manager and have done this through improving my relevant skills by applying myself academically and developing my practical skills via the experience of work.

I am an honest and trustworthy person who has good relationships, both inside and outside of the working environment. I am a confident and optimistic person who encourages others.

OUTSIDE INTERESTS

I enjoy going to the gym, running, walking, reading and socialising

REFERENCES

Please give details of two people we could approach for references (one of these should include your present employer)

Name: _____	Name: _____
Designation: _____	Designation: _____
Address: _____	Address: _____
_____	_____
Telephone: _____	Telephone: _____
Email: _____	Email: _____

Note: Unless you state here to the contrary, it will be assumed that you have no objection to the Council taking up references immediately. One reference should be from your present employer, or last employer if unemployed)

ABILITY TO DRIVE

Do you hold a full driving licence? YES/NO Do you own or have access to a vehicle YES/NO

Sample forms Exercise 8

LANGUAGES		
Please indicate your ability in languages other than English		
Language	Degree of fluency	
	Written	Spoken

CRIMINAL OFFENCES

Because of the nature of the work involved, the post you are applying for is covered by the Rehabilitation of Offenders Act 1974 (Exceptions) Order 1975 and (Exceptions) Amendment Order 1986. This means that you are **NOT** entitled to withhold information about convictions, cautions or bind over orders which might otherwise be treated as 'spent'.

Have you ever received a conviction, caution or bind over in respect of a criminal offence? YES/NO

If you have answered YES, please provide full details in a covering letter.

Note: If your application is successful, you will be required to apply for a Disclosure from the Criminal Records Bureau. Having a criminal record will not necessarily be a bar to employment.

RELATIONSHIPS

Are you related to a Councillor or employee of the Council? YES/NO

If YES, please give the name of the Councillor/employee:

WHERE DID YOU SEE THIS POST ADVERTISED?

.....

I declare that to the best of my knowledge the information in this application is correct. I have not canvassed, either directly or indirectly a Member or officer of the Council in connection with this application. I understand that withholding relevant information or providing false or misleading information renders me liable to dismissal, if employed. I hereby give my consent for the information contained in this application to be processed by the Council, as required, in accordance with the principles of the Data Protection Act 1998.

Signed: Date:

Sample forms Exercise 8

CONFIDENTIAL

Please complete all sections and write clearly

APPLICATION FOR EMPLOYMENT AS:
Admin Assistant

PERSONAL DETAILS

Surname: **Jenkins** (Mr/Mrs/Miss/Ms) First Name(s): **John**

Home Address: _____ Postcode: _____
Work: _____

Telephone Nos: Home: _____
Email Address: _____
National Insurance No: _____ Relationship: _____
Next of Kin: _____
Address: _____

EDUCATION AND TRAINING

School/College/University	Dates	Qualifications Obtained (inc. grades)
Porthcawl Comprehensive	1990 GCSE	MATHS - C ENGLISH - E COMPUTERS - C P.E. - D HISTORY - D CHEMISTRY - F MUSIC - F GEOGRAPHY - E
Membership of Professional Institutes, Associations etc: _____		
Training & Development activity in last 2 years: _____		

Sample forms Exercise 8

SKILLS AND EXPERIENCE

You are invited to describe your skills and abilities, and your work experience to date, and to explain how they match the requirements of the post you are applying for. Please state the reason(s) for your application.

1. I AM A LOCAL PARISH COUNCILLOR.
2. TREASURER OF PORTHCAWL CHRISTMAS EVENTS COMMITTEE.
3. SECRETARY OF BRIDGEND LIGHT OPERATIC SOCIETY.
4. EXCELLENT ORGANISATIONAL SKILLS – AS SHOWN ABOVE.
5. A TEAM PLAYER
6. PROVEN ADMIN SKILLS – AS SHOWN ABOVE
7. RELIABLE AND RESPONSIBLE
8. EXCELLENT TIME-KEEPER
9. I HAVE A FLEXIBLE AND METHODICAL APPROACH TO WORK.
10. I UNDERSTAND THE IMPORTANCE OF TRAINING AND DEVELOPMENT.
11. I HAVE A GOOD WORKING KNOWLEDGE OF MICROSOFT OFFICE AND THE INTERNET
12. I ENJOY WORKING WITH OTHERS AND AM GOOD WITH OTHER PEOPLE.
13. SMART APPEARANCE
14. EXCELLENT COMMUNICATION SKILLS.

2c

Sample forms Exercise 8

OUTSIDE INTERESTS

PLAYING GUITAR, SINGING, COMMITTEE MEMBER

REFERENCES

Please give details of two people we could approach for references (one of these should include your present employer)

Name: _____	Name: _____
Designation: _____	Designation: _____
Address: _____	Address: _____
_____	_____
Telephone: _____	Telephone: _____
Email: _____	Email: _____

Note: Unless you state here to the contrary, it will be assumed that you have no objection to the Council taking up references immediately. One reference should be from your present employer, or last employer if unemployed)

ABILITY TO DRIVE

Do you hold a full driving licence? YES/NO Do you own or have access to a vehicle YES/NO

LANGUAGES

Please indicate your ability in languages other than English

Language	Degree of fluency	
	Written	Spoken

CRIMINAL OFFENCES

Because of the nature of the work involved, the post you are applying for is covered by the Rehabilitation of Offenders Act 1974 (Exceptions) Order 1975 and (Exceptions) Amendment Order 1986. This means that you are **NOT** entitled to withhold information about convictions, cautions or bind over orders which might otherwise be treated as 'spent'.

Have you ever received a conviction, caution or bind over in respect of a criminal offence? YES/NO

If you have answered YES, please provide full details in a covering letter.

Note: If your application is successful, you will be required to apply for a Disclosure from the Criminal Records Bureau. Having a criminal record will not necessarily be a bar to employment.

RELATIONSHIPS

Are you related to a Councillor or employee of the Council? YES/NO

If YES, please give the name of the Councillor/employee: _____

WHERE DID YOU SEE THIS POST ADVERTISED?

I declare that to the best of my knowledge the information in this application is correct. I have not canvassed, either directly or indirectly a Member or officer of the Council in connection with this application. I understand that withholding relevant information or providing false or misleading information renders me liable to dismissal, if employed. I hereby give my consent for the information contained in this application to be processed by the Council, as required, in accordance with the principles of the Data Protection Act 1998.

Signed: _____ Date: _____

Sample forms Exercise 8

CONFIDENTIAL

Please complete all sections and write clearly

APPLICATION FOR EMPLOYMENT AS: Administration Assistant

PERSONAL DETAILS

Surname: **Jones** (Mr/Mrs/Miss/Ms) First Name(s): **Jayne**

Home Address: _____ Postcode: _____
Work: _____

Telephone Nos: Home: _____
Email Address: _____
National Insurance No: _____ Relationship: _____
Next of Kin: _____
Address: _____

EDUCATION AND TRAINING

School/College/University	Dates	Qualifications Obtained (inc. grades)
Neath Comprehensive School	1987	GCSE
	1987	English Language - C
	1987	English Literature - C
	1987	Textiles - B
	1987	Art - B
	1987	Biology - D
	1987	Maths - D
Neath College	1987	Information Technology - D
	2000	ECDL
	2001	NVQ II Business Admin
	2005	NVQ III Business Admin

Membership of Professional Institutes, Associations etc: _____

Training & Development activity in last 2 years: _____

Health & Safety at Work - 2008; Taking Minutes at Meetings - 2008; Confidence at Work - 2009

Sample forms Exercise 8

SKILLS AND EXPERIENCE

You are invited to describe your skills and abilities, and your work experience to date, and to explain how they match the requirements of the post you are applying for. Please state the reason(s) for your application.

I am a self-motivated and enterprising individual with 20 years experience in the administrative and education field. My extensive experiences have been gained in various demanding and challenging work environments.

I currently work in a small but very busy environment. I have various responsibilities that include dealing with lecturers course needs, setting up training courses using both verbal communications and IT systems. I work to very tight deadlines and deal with various telephone queries throughout the day.

I have a very methodical approach to my work and pay particular attention to detail, I can identify problems quickly and implement the correct procedure when appropriate and am not afraid to ask one of my team members for help if any difficult or demanding situations arise. I am computer literate and competent with all Microsoft Office software applications. I also use email everyday and the Outlook calendar to maintain appointments. I also regularly use the student enrolment database – StudentLive – to look up student and course information for my work.

I am able to use own initiative and work with the minimum of supervision, make decisions quickly, whilst being able to take responsibility and give reasons for them. I work effectively in a busy office as I possess excellent organisational skills. This allows me to cope well while undertaking various tasks at the same time, I am able to use my own initiative in demanding and difficult situations and remain calm whilst working under pressure.

I am very keen and eager to undertake training which would help me progress in the future, I am currently undertaking an HNC in Business Administration. I am always willing to learn and am open to new ideas and suggestions. I am also able to take on board constructive criticism. I can work to set deadlines and targets, always striving to achieve 100% in every task that I undertake.

You can see from my application that I have proven abilities in all areas that you are looking for. I am a confident communicator with the drive and determination to achieve any targets set, and will happily accept responsibility. I am creative, innovative and an energetic organiser and fully understand the need for complete customer satisfaction.

To summarise, I am a very adaptable, flexible, reliable and extremely committed individual with a high level of self-motivation, which results in me being enthusiastic and a keen worker.

OUTSIDE INTERESTS

Swimming, playing the piano, salsa dancing

Sample forms Exercise 8

REFERENCES

Please give details of two people we could approach for references (one of these should include your present employer)

Name: _____ Designation: _____
 Address: _____
 Telephone: _____ Email: _____

Note: Unless you state here to the contrary, it will be assumed that you have no objection to the Council taking up references immediately. One reference should be from your present employer, or last employer if unemployed)

ABILITY TO DRIVE

Do you hold a full driving licence? YES/NO Do you own or have access to a vehicle YES/NO

LANGUAGES

Please indicate your ability in languages other than English

Language	Degree of fluency	
	Written	Spoken

CRIMINAL OFFENCES

Because of the nature of the work involved, the post you are applying for is covered by the Rehabilitation of Offenders Act 1974 (Exceptions) Order 1975 and (Exceptions) Amendment Order 1986. This means that you are **NOT** entitled to withhold information about convictions, cautions or bind over orders which might otherwise be treated as 'spent'.

Have you ever received a conviction, caution or bind over in respect of a criminal offence? YES/NO

If you have answered YES, please provide full details in a covering letter.

Note: If your application is successful, you will be required to apply for a Disclosure from the Criminal Records Bureau. Having a criminal record will not necessarily be a bar to employment.

RELATIONSHIPS

Are you related to a Councillor or employee of the Council? YES/NO
 If YES, please give the name of the Councillor/employee: _____

WHERE DID YOU SEE THIS POST ADVERTISED?

I declare that to the best of my knowledge the information in this application is correct. I have not canvassed, either directly or indirectly a Member or officer of the Council in connection with this application. I understand that withholding relevant information or providing false or misleading information renders me liable to dismissal, if employed. I hereby give my consent for the information contained in this application to be processed by the Council, as required, in accordance with the principles of the Data Protection Act 1998.

Signed: _____ Date: _____

Sample forms Exercise 8

OUTSIDE INTERESTS

REFERENCES

Please give details of two people we could approach for references (one of these should include your present employer)

Name:	Name:
Designation:	Designation:
Address:	Address:
Telephone:	Telephone:
Email:	Email:

Note: Unless you state here to the contrary, it will be assumed that you have no objection to the Council taking up references immediately. One reference should be from your present employer, or last employer if unemployed)

ABILITY TO DRIVE

Do you hold a full driving licence? YES/NO Do you own or have access to a vehicle YES/NO

LANGUAGES

Please indicate your ability in languages other than English

Language	Degree of fluency	
	Written	Spoken

CRIMINAL OFFENCES

Because of the nature of the work involved, the post you are applying for is covered by the Rehabilitation of Offenders Act 1974 (Exceptions) Order 1975 and (Exceptions) Amendment Order 1986. This means that you are **NOT** entitled to withhold information about convictions, cautions or bind over orders which might otherwise be treated as 'spent'.

Have you ever received a conviction, caution or bind over in respect of a criminal offence? YES/NO

If you have answered YES, please provide full details in a covering letter.

Note: If your application is successful, you will be required to apply for a Disclosure from the Criminal Records Bureau. Having a criminal record will not necessarily be a bar to employment.

RELATIONSHIPS

Are you related to a Councillor or employee of the Council? YES/NO

If YES, please give the name of the Councillor/employee:

WHERE DID YOU SEE THIS POST ADVERTISED?

I declare that to the best of my knowledge the information in this application is correct. I have not canvassed, either directly or indirectly a Member or officer of the Council in connection with this application. I understand that withholding relevant information or providing false or misleading information renders me liable to dismissal, if employed. I hereby give my consent for the information contained in this application to be processed by the Council, as required, in accordance with the principles of the Data Protection Act 1998.

Signed: _____ Date: _____

Section 3: CVs and application letters

Top tips for your CV

- 1** There are three main types of CV format: chronological (education and employment listed in date order – the most common), functional (focuses on skills, especially transferable skills) and targeted (highlights skills towards particular career objective).
- 2** Keep it to two sides of typed A4 size paper if you can. (But don't miss off important information to do this. If you have to use a third page then do so, but try to avoid any more than that. An employer doesn't have time to wade through a novel to find out about you.)
- 3** The layout should be clear and easy to follow, using headings to separate the different sections of information.
- 4** It should be typed. You could do this yourself or ask a friend. If this is not possible, then there are agencies that will produce one for you. If you type it yourself, make sure there are no mistakes in it.
- 5** Make sure you don't miss out important skills and experience and be as positive as you can, but don't lie: you will only be found out, if not at the interview, then once you have started your new job, and you then risk being fired – and you don't want that on your next CV. You don't need to lie to make yourself look as good as possible.
- 6** Keep your CV up-to-date and don't leave any gaps of time. Sending one that is out of date means that you will have missed off skills gained since you last wrote it, and leaving time gaps will mean an employer doesn't have a full picture of what you have been doing.
- 7** You should have a general CV, but you can change it around to suit a particular job. For example, if you have had lots of different types of jobs, you may want to include more details about those that were most relevant to the job you are applying for, and cut out bits where a job was not similar.
- 8** Remember to keep one copy yourself as a 'master'. Make photocopies to send to employers. After all, you don't want to have to re-write it every time you apply for a job.

Section 3: CVs and application letters

Exercise 9

Identifying different CV formats

Use a **chronological** CV – a list of your experience and education – when:

- you want to emphasise your employment;
- you want a general information-based CV that can be used for any application;
- you have never worked but have excellent qualifications, which can be listed in detail.

Use a **functional** CV to list your various skills and experience when:

- you have had a variety of unconnected jobs from which you have gained different kinds of experience, all of which are selling points to potential employers;
- you have limited paid work experience, but have done voluntary work or worked in the home, which would be difficult to express in a chronological CV;
- you have very general skill areas.

Use a **targeted** CV to emphasise specific skills that directly relate to a job you're applying for. A targeted CV can be altered to relate to each job you apply for and will give an employer only the relevant information required for that particular job. This is useful if:

- you have a great deal of experience in one particular field with a number of different employers;
- you want to emphasise particular aspects of your work experience and qualifications, which relate to a particular job.

Always list your employment history with the most recent first.

- 1 Read through each of the sample CVs.
- 2 Decide which is chronological, which is functional and which is targeted, and make a note of your reasons.
- 3 Decide which format would best suit you and your employment circumstances.

See CVs on pages 32–34.

Sample CVs Exercise 9

CURRICULUM VITAE

FRANCES LANE

165 COVENTRY ROAD, HINCKLEY, LEICESTERSHIRE LE10 0JS

Tel: 01455 635791 Mobile: 07747 043430

Email: frannylane@hotmail.com

EXPERIENCE

Davenport Knitwear plc 1997 – 2010

Multi-skilled Operative

- Competent in numerous operations in make-up department.
- Keeping accurate documentation of production figures.
- Working to tight schedule.
- Ability to prioritise.
- Maintain a clean and tidy work area.
- Check quality and report faults to QC supervisor.

Early Works Experience

- Retail assistant.
- Bar/Catering assistant.
- Cashier
- Office junior.
- Housewife/Mother

SKILLS

- Good organisational skills gained through arranging fund raising projects and Christmas functions.
- PC literate including Internet and e-mail. Have home PC.
- Past experience of reception work.
- Customer service skills both face-to-face and by telephone.
- Precise attention to details, procedures and records.
- Ability to handle large volumes of work and meet deadlines.
- Punctual and motivated worker willing to learn new skills.

QUALIFICATIONS

- OCR CLAIT – Computer Literacy & Information Technology using Word, Access & Excel
- OCR IBTII – Integrated Business Technology using Word, Access, Excel, Graphs & Integration
- OCR Level 1 – Text Processing & Word Processing
- OCR Level 2 – Text Processing, Word Processing & Mail Merge
- OCR Level 3 – Shortly taking exams in Text Processing & Word Processing

College course I am currently taking also includes audio transcription plus medical and legal document presentation.

PERSONAL DETAILS

D.O.B. 13 August 1950

Marital Status: Married

Car owner, holder of full clean driving licence

HOBBIES AND INTERESTS

Reading, theatre, gardening and attending motorcycle racing.

Sample CVs Exercise 9

CURRICULUM VITAE

NAME: Martha James
ADDRESS: 22 Greenock Way, Basford, Nottingham, NG6 4BH
TELEPHONE NO: 0115 933 6699
DATE OF BIRTH: 22nd October 1968

PROFILE

A highly motivated individual who possesses excellent information technology and clerical skills which she is keen to apply in a business environment. An effective communicator who is able to relate to all people whether management, colleagues or members of the public. Highly adaptable and able to deal with problems quickly and efficiently whilst under pressure. Willing to undertake further training where appropriate.

QUALIFICATIONS

1995 – 1996 **Basford Hall College, Nottingham**
NVQ III Business Administration
RSA 1 Typing and Word Processing

1980 – 1985 **Ernest Holmes Comprehensive, Nottingham**
“O” Level: English Language B, English Literature B,
Maths C, Geography C

EMPLOYMENT HISTORY

1995 – Present **Oxfam**
Volunteer
Duties include general administration, fundraising

1985 – 1987 **Barrat & James Solicitors, Nottingham**
Office Junior
Duties included learning all aspects of office administration in a busy legal environment, e.g. filing, dealing with correspondence, distributing post, typing, reception duties etc.

INTERESTS: Reading, gardening, walking, and pub quizzes.

PERSONAL DETAILS

Driving: Full, clean licence with own transport
References: Available upon request

Sample CVs Exercise 9

CURRICULUM VITAE

James Joyce
74 Marlowe Road, Oxton
Moorshire OX2 1PA
Tel: 01298 385776
Mobile: 07707 123456

General skills

- Able to communicate effectively with the public and work colleagues
- Capable of working under pressure in a busy environment
- Computer-literate
- Proven ability to work independently and on own initiative
- Diplomacy

Specific skills

- Effective selling skills
- Comprehensive product knowledge of domestic furniture trade
- Experienced in retail stock-control systems
- Efficient at cash handling and processing credit/debit cards

Achievements

- European Computer Driving License (achieved 2005)
- Employee of the Month Award for outstanding sales on three occasions with present employer
- Redesigned layout of shop floor in 2003, which has helped to create a sustained increase in sales

Employment

1999 to present: Sales assistant, Williams & Co, furniture retailers, Oxton
1994 – 1999: Sales assistant, Parkers Furniture Store Ltd, Chalford
1988 – 1994: Delivery driver, Sparks Electronics Ltd, Chalford
1983 – 1988: General assistant, Hillyer's Building Supplies, Chalford

Education

1976 – 1982 Chalford Grammar School, 3 O levels
1982 – 1983 Chalford College, ONC business studies (part-completed)

Personal

I am a reliable and conscientious employee, with ten years' experience working successfully in a front-line sales role. I am flexible and willing to train.
I am a member of a local quiz team, and enjoy travelling and water sports.
I hold a clean driving licence.

References can be supplied on request.

Section 3: CVs and application letters

Exercise 10

Personal profiles

Your 'personal profile' should be the first thing an employer reads after your name and address. It gives you the chance to instantly impress an employer and encourages them to read on.

Do:

- talk about your experience and skills and back up what you say e.g. mention that you have computer skills, which have been applied in a business setting.
- write your profile in the third person ie, as if someone else is talking about you.

Don't:

- talk about things that an employer would take for granted e.g. that you are honest or loyal: an employer would expect this.
- include things that cannot be proven.

1 Make a list of words you think best describe you at work (e.g. flexible, quick to learn, positive attitude).

2 Make a list of specifics about your skills and experience.

3 Put the two lists together into a short paragraph that creates a 'pen portrait' of you in the third person.

Some sample personal profiles

"A confident and self-motivated customer services assistant who has experience in various customer service roles within a busy retail environment. An excellent team member who is equally able to work alone relying upon her initiative. Offers a great deal of enthusiasm to all duties undertaken and possesses the ability to communicate effectively with all customers."

"A hardworking individual who has experience of performing a variety of roles within a mailroom environment. Highly enthusiastic and versatile with the ability to adapt to new situations and learn new tasks quickly and effectively."

"A hardworking and conscientious person who has acquired a variety of skills throughout her life. Caring and able to listen to others while understanding their needs. Enthusiastic in all tasks she performs, Jane sees jobs through to a satisfactory conclusion. Now seeking an environment where she can successfully utilise her wide range of skills."

Section 3: CVs and application letters

Exercise 11

Selling your skills

- 1 Refer to the 'employment history' form you completed in **Exercise 6** (pp6&7).
- 2 Divide a blank piece of paper into two columns, and head the first 'Tasks' and the second 'Skills'.
- 3 Make a list of all the major tasks you regularly perform at work (e.g. 'Sorted out the filing system and showed people how to use it'), starting with your most recent employment first.
- 4 Take each major task and come up with a phrase that shows the skill it involves (e.g. 'Created the company's filing system and organised staff training for its use'). You can refer to the list of positive words in **Exercise 4b** (p5): they'll come in handy here as well.
- 5 Repeat until you have covered all of your employment history.
- 6 You can also repeat the exercise for voluntary work and home life.

Exercise 12

Completing your CV

- 1 Look at the sample CV and read through the notes for each section, below.
- 2 Start by filling in your personal details.
- 3 Use the profile you developed in **Exercise 10** to complete the Profile section.
- 4 Use the Skills list developed in **Exercise 11** to complete the Skills and experience section.
- 5 Use the Education and qualifications list from **Exercise 5** to complete the 'Education and qualifications' section.
- 6 Use the Employment history from **Exercise 6** to complete the 'Employment history' section.
- 7 Make a list of any interests that show you have personal qualities an employer would be looking for (e.g. including team sports you play shows you are a 'team player').
- 8 Complete the additional information you will be including in your CV.

Section 3: CVs and application letters

Notes

■ Profile

Your personal profile should be the first thing an employer reads after your name and address: it gives you the chance to instantly impress an employer and encourages them to read on.

■ Skills

If you are using a functional or targeted CV, think back to any job you have done or things which you may do in your spare time or for which you do not get paid, and list the activities which you perform. For example: “Maintaining computerised and manual record systems” or “Responsible for entertaining and motivating young children.”

■ Employment history

Always list your employment history with the most recent first.

■ Education and qualifications

Always list your education and qualifications with the most recent first. You only need go back as far as secondary school: an employer doesn't need to know your primary school or nursery education. You should list the qualifications, which you have passed the grades if they are good passes. If the grades are not high, but are relevant to the job you are applying for, you can either simply list the subjects you passed or put down the grades if relevant.

If you left school several years ago and have gained a great deal of work experience since then or other qualifications, you may wish to omit your secondary schooling. An employer will be less interested in what you did at school 10 years ago than in your relevant experience and qualifications for the job. Any relevant qualifications gained since leaving school should also be listed, as should short vocational courses that relate to your chosen job.

■ Hobbies/interests

Listing your hobbies and interests will give an employer an insight into your personality. For example, if you play football you would be recognised as a team player, or, if you enjoy reading, you would be seen as a studious person who is happy getting on with things alone. However, be careful what you list: if you are a keen rock climber, prospective employers could worry you will be away from work with a broken leg for six months!

■ Date of birth

This can go at the beginning of your CV or at the end. Alternatively you don't need to put it on at all if you are concerned that your age will be against you – although an employer may be able to work out your age from your employment history anyway.

Section 3: CVs and application letters

Notes (continued)

■ Mobility

If you have a full driving licence, say so – you may be required to drive company transport as part of your job. If you own a car or can get access to a car it's useful to state this as it shows you will be able to get to work even if your employers are in a remote area. You can state that you have a 'clean' driving licence, but beware – you may get stopped for speeding and get three points on your licence, which means you will have to amend your CV!

■ Marital status

An employer doesn't need to know this, although it can be useful for some jobs. For example, if you are applying for a job as a sales rep which entails travelling around the country, an employer may prefer you to be single. Alternatively stating that you are married with two children will suggest to an employer that you will offer stability and reliability to a job. But beware: putting your marital status can be an equal opportunities issue – an employer may assume that a woman with children will be less reliable than a single woman, simply because of her childcare responsibilities.

■ References

You can name your referees on your CV. A potential employer will expect your current or last employer to provide you with a reference, although if this is not possible they may accept character references. College or school references are also acceptable. You can simply state that "references are available upon request" – that way you can either supply an employer with written references which you may already have or give them details of your chosen referees. The onus is then upon the employer to contact your referees and you don't have to worry about your current employer being contacted without your permission.

■ Length

Remember: the most effective CVs are the ones you keep to one or two sides of A4. Anything longer than that won't be necessary and will reduce the likelihood of a potential employer paying close attention.

Section 3: CVs and application letters

Exercise 13

Covering letters

- 1 Look at the covering letter from L. Matthews (right).
- 2 Identify five key strengths of the approach.
- 3 Write your own covering letter to sell your skills, using the five key strengths you identified in question 2 above.

Notes

- A good covering letter will literally ‘cover’ any problem areas and complex issues and explain them, thus making the CV more likely to be read.
- Covering letters tell the reader why you want the job, why they should interview you, and that you are available. A good covering letter will make the impression that your CV is a good one, and that you are therefore an excellent candidate. It allows you the room to explain anything that needs clarification.
- Finishing with the phrase, ‘I look forward to meeting you’ shows confidence that you think you are worth interviewing.



Section 3: CVs and application letters

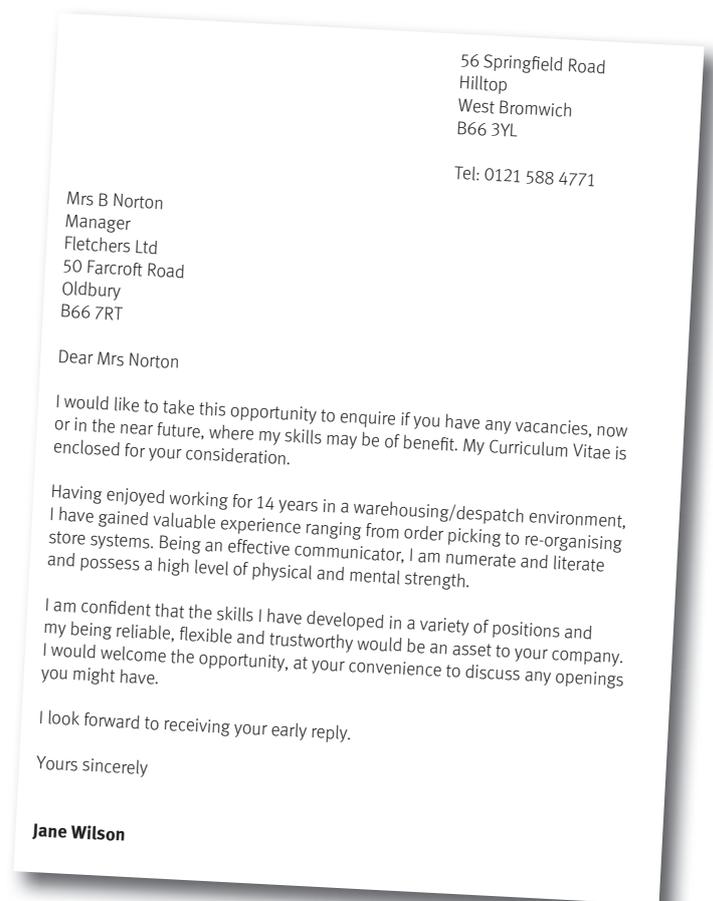
Exercise 14

Speculative letters

- 1 Look at the speculative letter from Jane Wilson (right).
- 2 Identify five key strengths of the approach.
- 3 Write your own speculative letter to sell your skills, using the five key strengths you identified in question 2 above.

Notes

- When you are making a speculative application, you should always write to a named person if possible: people take more notice of letters addressed to them rather than letters that open 'Dear Sir/Madam'. So do not address the letter to the Personnel Manager or Human Resources Manager: find the name of the relevant person and their correct job title by searching the company website or using a search engine or searching LinkedIn – or ring the company directly and ask the switchboard for that information.
- It's important with speculative letters to give the impression that you are only writing to one particular company. This makes an employer think that you have singled them out as the one you want to work for. That's why it's important to find out the name of that employer and address that letter to them personally.



- Try to keep it to the point by only including the skills that the employer would be looking for. The employer can find all the other information about you from your CV.
- Give some really positive reasons why you would like to work for the company or employer.

Section 3: CVs and application letters

Top tips for effective networking

Many people have negative preconceptions about networking. They think it's about using other people, being pushy, or even making back-door deals that circumvent equal opportunities policies.

People may try and defend any of these behaviours by claiming they are networking, but sooner or later people who behave like that find out that no-one wants to network with them!

Lots of networking goes on at the school gates, in the gym or exercise class, even at union branch meetings – it's just that people usually call it something else like 'sharing information'.

Networking is really about building relationships, getting to know other people and being alert to how you can help them and they can help you. That tip you got about a good place to look online for fashion bargains? That was networking. Advice you gave about family-friendly places to stay on holiday? That was networking. The great suggestion for your next book club book? Networking.

There are lots of ways you can apply the same principles in a work, employment and career setting. These are just three suggestions.

- 1** You always know more people than you think: family, friends, neighbours, co-workers, former colleagues, parents through your children's school, members of the residents and tenants organisation, people in your book club, community group or gym, dog-walkers ... They all know about opportunities you don't – and you can share information with them about possibilities you've heard about.
- 2** People can only help if they know you're in the jobs market. Talk to people about your employment situation, where you are, where you would like to go. Don't expect anyone else to solve your problem for you. Just make sure people know you're on the lookout. And remember to let other people know about opportunities you have heard of that might be a good fit for them.
- 3** Don't be shy. Most of us like helping other people. You feel good when you can help out someone else – whether that's giving directions to a stranger or suggesting a more effective way of undertaking a work task to a colleague who's asked for help.

Section 4: Interviews

Exercise 15

Planning something to say

- 1 Make a list of five questions you might well be asked at an interview for a job you might be interested in applying for.
- 2 Write a one or two-sentence answer to each question.

Notes

- Interviewing is a skill, which means you will get better at it the more you prepare and the more you practise. Preparation can make the difference between getting an offer and getting rejected.
- There's no one "best" way to prepare for an interview. But there are specific and important strategies to enhance your chances for interview success. Think of every interview as a learning experience: that means what you learn (in preparation and at the interview itself) will help you improve next time.
- Preparing for an interview removes unnecessary stress from a stressful situation. The more you can do to help an interview run smoothly, the more confident you will feel.

Exercise 16

Structuring your answers

- 1 Working in pairs, you will each role-play the interviewer and the interviewee in turn.
- 2 The 'interviewer' asks the 'interviewee' the standard interview question: "Give me an example of when you solved a problem that had a successful outcome."
 - (a) situation: detail the background and the context – where did this happen and when?
 - (b) task: describe the challenge – what needed to be done?
 - (c) action: describe what you did – be specific.
 - (d) result: describe what you accomplished – include positive feedback from clients, customers and / or managers.
- 3 The 'interviewee' should structure their answer in four parts:
 - (a) situation: detail the background and the context – where did this happen and when?
 - (b) task: describe the challenge – what needed to be done?
 - (c) action: describe what you did – be specific.
 - (d) result: describe what you accomplished – include positive feedback from clients, customers and / or managers.
- 4 The 'interviewer' allocates each section of the answer a score from one to five points.
 - Did the 'interviewee' communicate all the important elements of the situation?
 - Did the 'interviewee' accurately describe the challenge?
 - Did the 'interviewee' succinctly describe what they did?
 - Did the 'interviewee' detail the result and include feedback?
- 5 Swap roles and repeat the exercise.

Section 4: Interviews

Exercise 17

Preparing for likely questions

- 1 Working in pairs, decide who will start playing the role of interviewer and who will start as interviewee: you will swap after each question.
- 2 Work your way through these eight common questions.

Q1 Tell me about yourself ...

Note: This is usually the opening question and, as first impressions are key, one of the most important. Keep your answer to under five minutes, beginning with your current role and what you have achieved.

Q2 Why do you want this job?

Note: Try to answer positively – as if you see this job as an opportunity to use your skills in a new environment ... or to try something different.

Q3 What are your strengths?

Note: Ensure that these are relevant to the job. Try and relate your strengths back to the job spec and give examples of why you're strong in these areas.

Q4 What's been your most significant success at work?

Note: This is about your personal achievements and contribution. Interviewers aren't interested in the great team you work with. If you have limited work experience, you could talk about achievements outside work. But relate them to the job you are applying for.

Q5 What's the biggest mistake you ever made?

Note: We all have one, but what's important is how you dealt with your biggest mistake and what you learned from the experience.

Q6 What's the greatest challenge you have ever faced?

Note: Keep it relevant to the job and be positive. Again, interviewers want to know how you met the challenge and what you might do differently, with the wisdom of hindsight, in a similar situation.

Section 4: Interviews

Exercise 17 (continued)

Preparing for likely questions

Q7 You've changed jobs three times in the past five years, why should I think you are more serious about this one?

Note: Great opportunities came your way and you would have been foolish to turn them down. Or, you took a job to achieve a particular goal and, having succeeded sooner than you expected, it was time to move on.

Q8 What do you do outside work?

Note: You want to appear active but not so busy that you could not get to work on time or stay late occasionally.

Plus one more ... Do you have any questions?

Note: You will also be given an opportunity to ask questions of your own. Think about something you want to know before you go. Since employers nowadays expect staff to commit to the ethos of the organisation, choose a question or questions that demonstrate you are interested in working there.

Ending on a good note

Your interviewer(s) may tell you during the course of the interview when you should expect to receive a decision from the organisation on the outcome of the interview, and what the next stage of the process will be if you are successful.

If these points have not already been covered, it is good to ask for this information at the end of the interview. It will not only clarify the next stage for you, but will also indicate to them that you are organised and methodical.

Remember to thank the interviewer(s) and reiterate your enthusiasm for the job for which you have applied. Always end the interview on a positive note.

Section 4: Interviews

Top tips for interviews

When a job attracts many applicants, or the interviewers might have trouble choosing between the best two or three people, getting the small things right can make all the difference between success and rejection.

- 1** Start smiling before you get there – you don't know who might notice you complaining in the car park or putting out a cigarette in the flower pot.
- 2** You may be interviewed by more than one person. Make sure you look and smile at all of them.
- 3** Wait until they ask you to sit down.
- 4** Remain aware of your body language and non-verbal communication throughout your interview. Don't obsess about it or let it distract you from answering the question. Just remember that what you say is important, but how you come across is also going to play a part in how you are assessed. For example, sit comfortably in the chair but don't slouch. (This can look as if you're bored or don't care). Find more detailed suggestions online by using the search terms 'non-verbal communication' and 'body language'. There is a good introduction on the Mind Tools website: www.mindtools.com/pages/article/Body_Language.htm
- 5** Avoid any habits like playing with your hair or tapping your foot as these can be distracting.
- 6** Remain formal and polite – it helps you concentrate and gives a good impression. Speak slowly and loudly enough to be heard clearly. Look at the person who has asked you the question, but don't forget to glance round at the others occasionally.
- 7** If you do not completely understand any of the questions, say so – do not waffle.
- 8** Towards the end, you will be asked if you have any questions. Usually, they will also ask if there is anything further you wish to say. If they don't ask and you know there are things you haven't had the chance to tell them, say something like, "May I just mention one or two things?" Then, make them brief.
- 9** When the interview is over, collect your things and leave with a smile for everyone, saying "Goodbye and thank you," however badly you think it has gone. You may be surprised. Don't blow it now!
- 10** Wait until you are well away from the place before you breathe a sigh of relief, or whatever else you do to unwind.

Section 4: Interviews

After your interview

- Always keep a diary or spreadsheet of interviews you have attended, and make notes of your thoughts about the job and the company. Do this as soon as you get home, while your memories are fresh.
- If you have been told you will be contacted by a certain date, you should not chase for information before then. However, if you have not heard anything from the organisation by the date they stipulated, it is good to contact the resourcing or HR team by phone or email to enquire about the status of your application. There may simply be a delay in their procedures and your enquiry will show that you are still enthusiastic and have kept the timeframe in mind.
- Some employers may offer feedback to unsuccessful candidates. If this is the case, always take them up on the offer – it's a really useful way of finding out how you come across and what skills you need to develop further.

Section 4: Resources

Advisory, Conciliation and Arbitration Service (ACAS)

www.acas.org.uk

Offers a range of resources to help people deal with redundancy at work, including an Employee Q&A on redundancy www.acas.org.uk/CHttpHandler.ashx?id=975&p=0 and a Redundancy Handling booklet for employers, trade unions and employee representatives www.acas.org.uk/index.aspx?articleid=747

Citizens' Advice Bureau

www.adviceguide.org.uk/

Offers advice on work and employment rights, benefits, tax and money management in England, Scotland, Wales and Northern Ireland.

FutureLearn

www.futurelearn.com

Wholly owned by The Open University, FutureLearn offers a diverse selection of courses from leading universities and cultural institutions from around the world. They are delivered one step at a time, and are accessible on mobile, tablet and desktop. Many courses in the business and management section could help you develop your career, covering subjects such as effective networking, online CV writing and writing effective job applications.

Learn My Way

www.learnmyway.com

Learn My Way is a website of free online courses for beginners, helping people develop digital skills to make the most of the online world. It's owned by Tinder Foundation, the charity that to promote digital skills for everyone in the UK. Relevant short courses to help you develop your career include *Job hunting online*, *Jobs and interviews* and *Skills and careers online*.

Section 4: Resources

Money Advice Service

www.moneyadviceservice.org.uk/

Free and impartial advice service set up by the government to help us manage our money. The 'work and redundancy' section of its website offers advice on understanding your employment rights, what in-work benefits you might be entitled to and how to handle redundancy.

National Careers Service

<https://nationalcareersservice.direct.gov.uk>

The National Careers Service provides information, advice and guidance across England to help people make decisions on learning, training and work opportunities. The service offers confidential and impartial advice, supported by qualified careers advisers.

Open University

www.open.ac.uk/careers/coping-with-redundancy.php

Contains some helpful information about coping with redundancy and the recession.

PEARL

<http://pearl.open.ac.uk>

PEARL (Part-Time Education for Adults Returning to Learn) is a website focused on supporting adults, particularly those who may be looking to identify their first steps towards improving their long-term career prospects. UNISON was one of the national organisations that helped The Open University launch the resource in 2016. PEARL currently offers six new, free, online courses that cover: introducing practical healthcare; supporting children's development; caring for adults; starting your small business; taking part in the voluntary sector; and planning a better future.

WorkSmart

www.worksmart.org.uk/

TUC website with advice both on rights at the workplace, including redundancy, and how to find a job or build skills for work.