

Section 5: Getting a Job or Apprenticeship

Creating a CV

This is your personal marketing tool. It needs to be a good advert showing your skills, abilities, qualifications and work-related interests.

Formatting your CV

- Use bullet points – these are easy for the employer to scan.
- Tab across to put in the date rather than using the space bar. This ensures that your dates line up neatly.
- Use clear headings and make sure the style is consistent.

General dos and don'ts

- **Don't** write CV or Curriculum Vitae at the top! It's obvious what it is.
- **Do** write the name you prefer to be known by rather than your full name.
- **Do** use a formal email address if you don't have one already, eg, andy-jones123@hotmail.co.uk.
- **Don't** include your date of birth.
- **Don't** include names of referees.
- **Do** make sure you get across your skills, qualifications and abilities, market yourself well but tell the truth.
- **Don't** have any spelling mistakes or grammatical errors or typos.
- **Do** keep it short and to the point – 2 pages max.
- **Do** print on good quality paper, one sided, do not fold unless putting in an envelope.

Sections of your CV

First Name and Surname

Area you live, eg, Bournemouth

Phone number

Email

PERSONAL PROFILE

This is a brief description of the kind of person you are; what you have to offer the company; and what you are looking for in relation to your job hunting.

Example – DO NOT COPY THIS and when you have written your own, delete this!

An organised, practical and motivated team worker with experience gained from working in with BCP Council on a supported internship. This included placements with Beryl Bikes, highways and the amusement arcade. I am seeking employment, ideally with training in a practical role where I can use the skills I have gained and build on these to develop my career.

KEY SKILLS AND ACHIEVEMENTS

- Key skill
- Key skill
- Key skill
- Key skill
- Key skill

Example - DO NOT COPY THIS and when you have written your own, delete this!

- *customer service skills, awarded employee of the week*
- *teamworking skills used in work experience when building a den, I held the ropes whilst other team members put up the coverings*

WORK EXPERIENCE

Company Name

Month year to Month year

Length of placement, eg one day per week for a year

Job Title

- task
- task
- task
- task

Company Name

Month year to Month year

Length of placement, eg one day per week for a year

Job Title

- task
- task
- task
- task

EDUCATION AND QUALIFICATIONS**SWRAC****Month year to Month year****Course**

- Qualification and level
- Qualification and level
- Qualification and level
- Qualification and level

College Name**Month year to Month year****Course**

- Qualification and level
- Qualification and level

School Name**Month year to Month year****Achieved the following GCSEs:**

- English, grade
- Maths, grade
- Science, grade
- Subject, grade
- Subject, grade
- Subject, grade

INTERESTS

Keep this relevant to the job, or interesting.

CV Examples

Jane Smith

Bournemouth

Email: name-name@hotmail.co.uk

Phone: 07979 123456

PERSONAL PROFILE

A reliable, self-motivated and friendly individual with a passion for helping others, I work well as part of a team, I love meeting new people and am really keen to get involved and make a difference. I am looking for an apprenticeship in care work.

KEY SKILLS

- Customer service skills
- Waitressing skills
- Hardworking, organised and focused on the task in hand
- Excellent time keeping and attendance record
- Patient and understanding with others

WORK EXPERIENCE

Seaview Care Home, Bournemouth

June – July 2022

3 week placement

- Working as part of a team to support the needs of the elderly and carrying out tasks as directed.
- Spending time chatting with and listening to the residents.
- Making and serving teas, coffees and cold drinks.
- Taking part in activities, including singing, arts and crafts and afternoon tea.
- Ensuring everywhere is clean and tidy.

The Happy Café, Bournemouth

March 2022

2 week placement

- Welcoming customers into the cafe.
- Taking orders and making teas, coffee and cold drinks.
- Preparing food in the kitchen - making sandwiches and cakes.
- Washing and drying up and generally keeping the café clean.

Heathlands Hotel

June – July 2022

2 week placement

- Working as part of a team to restore the gardens and patio
- Weeding and clearing overgrown areas for planting
- Trimming shrubs back

EDUCATION AND QUALIFICATIONS

South West Regional Assessment Centre

September 2021 – present

Traineeship (one year course)

- Maths Functional Skills, Level 1
- English Functional Skills, Level 1
- Employability, Level 1
- Customer Service, Level 1
- Health & Safety in the Workplace, Level 2

Vocational Programme (one year course)

- Maths Functional Skills, Entry Level 3
- English Functional Skills, Entry Level 3
- Vocational units in Animal Care, Care and Hair and Beauty

Bishop of Winchester Academy**September 2016 – June 2021**

Achieved GCSEs:

- English, grade 2
- Maths, grade 1
- Science, grade 1
- Art, grade 3

ACHIEVEMENTS

- Completing the National Citizenship Award, including raising money for charities Emily Star and Shelter.
- Gymnastic – over 30 Medals up to national level.
- Trampoline - over 20 Medals up to national level.
- Football – Played for AFC Bournemouth Ability Counts for 6 years and won Female Player of Season on 2 occasions.
- Member of Extraordinary Bodies Young Artist Theatre Group.

INTERESTS

I love dancing, the theatre, arts and crafts. I'm very sociable and like meeting new people. I am keen to support my community and do charity work.

Alex Draycott

Bournemouth

Phone number: 07897 123456

Email: alex.draycott100@gmail.com

PERSONAL PROFILE

A committed and enthusiastic team member who enjoys problem solving, working in a team environment, and completing tasks in a timely manner. I am keen to learn and develop my skills and experience through employment and am seeking a role in customer service.

KEY SKILLS AND ACHIEVEMENTS

- Good communication skills through speaking with a broad range of people of different ages and statuses.
- Helpful, friendly and sociable in offering good customer service.
- Excellent time management and organisational skills, completing tasks in a timely manner.
- Good analytical skills and attention to detail.
- Competent in using Microsoft Office: Word and PowerPoint and platform software, eg, Ibis paint, Photo Background Eraser, Polarr Photo Filters & Editor, Microsoft Windows.

EMPLOYMENT HISTORY

RedC Development

May 2020 – July 2022

Carpentry Apprentice

- Helping to assemble stud partition walls.
- Installing doors and fitting door handles.
- Assembling floor joists and floor coverings.
- Fitting and installing window frames into stub work.
- Installing fascias and soffits.
- Installing banister spindles.

WORK EXPERIENCE

BCP Council

September 2022 – July 2023

Beryl Bikes, Poole (3 months)

- Assisting bike mechanics by assembling parts ready for them to fit, including connecting wires to the frames for the motor and battery lock, assembling the baskets and the battery holders.
- Working in an organised manner and keeping the area clean and tidy.

Media Team Assistant (3 months)

- Working as part of a team to create the PROJECT Search Newsletter.
- Interviewing supported interns and recording their views and experience of PROJECT Search.
- Interviewing members of the council, including the CEO, about their experience of PROJECT Search.
- Writing articles for the newsletter and assisting with recording a video

VOLUNTEERING

Bournemouth Church

Since 2018

- Welcoming people as they arrive at church on a Sunday morning and showing them to seats if needed, and checking the fire exits are kept clear.
- Checking the children / youth building and the church building have radios to enable contact in case of need.
- Helping set up for events, eg, weddings and group lunches.
- Generally ensuring the building is clean, tidy and toilets have toilet rolls in them.

EDUCATION AND QUALIFICATIONS**Project SEARCH: SWRAC and BCP Council****September 2022 – July 2023****Supported Internship**

- 70% in work placements – 3 across the year.
- 30% employability sessions to prepare for employment.

Bournemouth University**September 2022 – March 2023****Graphic Design Short Course**

Learning the basics of Photoshop, creating content, making gifs, product design

Corfe Hills School- Broadstone, Dorset**January 2018 – June 2020****GCSEs**

- Photography, grade 5
- Maths, grade 4
- Art, grade 4
- Science, grade 3, 3
- English, grade 3

BTEC

- Hospitality and Catering, Level 2

Functional skills

- English level 2
- ICT Level 2

INTERESTS

In my spare time, I like to go to the gym, working hard to build muscle. I recently started a graphic design course. I like creating illustrations and exploring other topics in the course and using photoshop.

Matt Johnson

Bournemouth

Email: name-name@gmail.com Phone: 07575 9876543

PERSONAL PROFILE

A well organised, methodical and reliable individual with several years of experience of stock replenishment and customer service, seeking paid employment in retail. I am particularly interested in developing a career in stock control and would also like to be trained to use the till.

KEY SKILLS

- Able to work unsupervised to a high standard using own initiative.
- Good customer service demonstrated through being friendly and helpful.
- IT skills include use of the Internet, Microsoft Word and Outlook.
- Reliable, hardworking and valuable team member
- Determined to achieve

WORK EXPERIENCE

Coop Ensbury Park

February 2019 – present

1 day per week

- Identifying stock shortages and telling the supervisor of the shortage.
- Collecting stock from the warehouse and stacking shelves using stock rotation.
- Keeping shelves tidy.
- Guiding customers to correct aisles and shelves for products they are looking for.
- Working to Health and Safety Regulations.
- Helping to train new work experience people.

EDUCATION AND TRAINING

South West Regional Assessment Centre

November 2018–November 2021

- Supported Internship (1 year)
- Prepare for Work (1 year)
- Prepare for Life (1 year)

Brockenhurst College

September 2014 – June 2018

- Performing Arts, Entry Level 3
- Continuing Education
- Achieved English and Maths Level 1

Linwood School

January 2008 – June 2014

- English and Maths Entry Level 2
- ICT Entry Level 3
- Physical Education Entry Level 1

INTERESTS

I enjoy completing DIY jobs at home, using my computer, accessing social media, and listening to a broad range of music. I am also a member of YMCA Chatterboxes, Bournemouth.

Job Hunting

Note re Social Media

When applying for jobs, employers may look you up on your Social Media, so make sure there is nothing there that might put the employer off you!

Where to look for jobs or apprenticeships

- Job search websites, such as Indeed, Total Jobs, Monster Jobs, etc
- Company websites – look for the ‘Careers’ link, often at the bottom of the page
- Job fairs and recruitment days
- Social media sites – Linked-In, Facebook, Twitter
- Cards in shop windows
- Through family or friends
- Speculation

General Vacancies – various jobs advertised	
BCP Council	https://jobs.bcpCouncil.gov.uk/
Charity Jobs	www.charityjob.com
Daily Echo	www.sw1jobs.com/jobs
Dorset County Council	https://jobs.dorsetCouncil.gov.uk/
Fish for Jobs	www.fish4.co.uk/jobs/bournemouth
Gumtree	www.gumtree.com
Job Centre	www.gov.uk/find-a-job
Indeed	www.indeed.co.uk
Monster	www.monster.co.uk
Reed	www.reed.co.uk
Total Jobs	www.totaljobs.com

Examples of Industry Specific Job-Hunting Websites:

Construction / Engineering	
Careers in Construction	www.careersinconstruction.com
Construction Jobs	www.constructionjobs.co.uk
Sunseeker	www.sunseeker.com/en/recruitment
Health and Social Care	
Care Home	www.carehome.co.uk/jobs
Childcare Dorset	www.childcaredorset.co.uk
NHS	www.jobs.nhs.uk

Public Services	
Army	www.army.mod.uk/careers/
Fire Service	www.fireservice.co.uk/recruitment
Navy	www.royalnavy.mod.uk/careers/
Police Force	www.joiningthepolice.co.uk
RAF	www.raf.mod.uk/recruitment/
RNLI	https://jobs.rnli.org
Retail / Customer Service	
Retail Choice	www.retailchoice.com
Argos	www.argos.careers
Asda	www.asda.jobs
B&Q	www.diy.com/corporate/careers
Boots	www.boots.jobs
Lush	www.uk.lush.com/careers
Marks & Spencer	www.jobs.marksandspencer.com
Next	www.careers.next.co.uk
Primark	www.primark.com/en/careers/come-join-us
River Island	www.riverislandcareers.com
Royal Mail	www.jobs.royalmail.com
Sainsbury's	www.sainsburys.jobs
Screwfix	www.screwfixcareers.com
Superdrug	www.superdrug.jobs
Tesco	www.tesco-careers.com
TKMAXX	www.tkmaxx.com/careers

Don't limit yourself to the above websites only!

Common Abbreviations used in Job Advertisements

DOE - depends on experience

O.T.E - on target earnings – (usually if working on commission)

P.A. - per annum/ per year

Pro Rata – proportion of full-time salary paid according to how many hours you work

How to Apply for Jobs

- Most jobs are advertised online.
- Some require a CV
- Some require just the application form.
- You may be able to copy information from your CV to the application form
- You may be able to upload your CV
- Sometimes you can contact a company with your CV to see if they have any jobs

How the recruitment process works

Advertised Jobs

- Complete the application form
- Upload your CV – if asked to
- Upload your covering letter – if asked to
- What is the company looking for?
 - Is the application form completed correctly?
 - Capital letters in the right places
 - No spelling mistakes
 - Followed instructions
 - All boxes completed
 - Is the information on the application form relevant to the job being advertised?
 - Does the person applying have the qualifications or skills required for the job?
 - Does the person have the experience required for the job?
- If successful on application, the employer will invite you to an interview, often by email, so check your spam folder
- If unsuccessful on application, you probably won't hear anything!

Speculative Applications

- Here you apply to a company this is not currently advertising vacancies.
- Post / email them a copy of your CV with a covering letter asking if they have any vacancies which they think you might be suitable for.
- Apply to lots of companies!

Application Forms

- ALWAYS read the instructions and follow them!
- If there are guidance notes, read them too.
- If it is a paper-based application form, take a copy first in case you make a mistake.
- If it is online, try drafting your answers on a Word document and then copy them across.
- Use good English – correct punctuation, capital letters in the right places and full sentences.
- Complete all boxes, even if some don't apply – just put n/a or not applicable in these.
- Don't write 'see CV' but instead use your CV to help you complete the application form.
- Read the job description and apply your skills to the job they are advertising.
- Get someone to check your application before you submit it.
- Get your application submitted in plenty of time of the closing date.

Covering Letters and Emails

These are the first impression the employer has of you, so make sure you make a good impression. Be careful with emails not to be too informal.

Hints and Tips for Letter Writing

- ALWAYS use the name of the person you need to contact. It makes a much better impression. If you don't know it, phone the company and ask them.
- Include the job title and reference number if applicable.
- Paragraph 1 – why you are writing.
- Paragraph 2 – why the job interests you.
- Paragraph 3 – why you feel you are suitable for the job. Bring in skills, experience, interests, etc. Don't copy your CV though, develop it.
- Sign off
 - Yours sincerely (when writing a letter to a named person)
 - Regards or Kind regards if you are emailing.

Covering Letter – Advertised Job

28 Seeker Street
Creekmore
Poole
BH14 1ZX

2 August 2023

Mrs S Freeman
Target Clothing
The Dolphin Centre
Poole
BH15 2QV

Dear Mrs Freeman

Re: Vacancy for Sales Assistant

I am writing to you as I am interested in the above vacancy that was advertised in your window.

I am keen to develop a career in fashion retail and feel that I have the relevant skills to be successful in this role. I love clothes and take a keen interest in colours and styles which I like to mix and match. I have good communication skills and like to meet new people and I also like to work as part of a team.

You will see from my CV that I completed work experience at River Island which I really enjoyed. This placement gave me the opportunity to help with deliveries, stock taking, create displays and complete some payment transactions under the supervision of a member of staff.

I am keen to develop a career in fashion retail and would very much like to work for Target Clothing.

I look forward to hearing from you soon.

Yours sincerely

Jess Wright

Jessica Wright

Covering Letter – Speculative Approach

Alex Draycott
45 The Avenue, Bournemouth, BH7 1XX
Mobile: 07991 123456
Alexdraycott45@swrac.co.uk

10 November 2023

Mr Gregson
The DIY Store
26 Bournemouth Industrial Estate
Bournemouth
BH11 9QQ

Dear Mr Gregson

Re: employment / training opportunities

I am writing to you because I am looking for work that combines good customer service and DIY skills. I enclose my CV for your attention.

As you can see from my CV I have both customer service experience and carpentry experience having completed an apprenticeship in carpentry already. Whilst I enjoyed this work, I found that I really liked working with customers too. I have a disability which means working as a carpenter is not as easy as I had thought, however, I believe that I could be a real asset to your company because I have a good foundation of knowledge from my carpentry experience, and having worked on Beryl Bikes, I have also gained skills in assembling small parts of machinery. I think with further training, I can develop the skills needed to develop a career with The DIY Store.

You will also see from my CV that I have experience of working together with colleagues to produce a good quality newsletter about Project Search, which I loved being a part of. I also volunteer with my church and help out with a variety of different tasks, including welcoming parishioners and showing them to their seats. Helping other people is something I really enjoy.

I would like to work for The DIY Store because the work you do fits with my interests and skills, but also the store has a great reputation for valuing its staff and developing their careers through training. I visited the store when working on projects with my Dad and I could see myself working there, the staff seem really nice and helpful.

Thank you for taking the time to read my application. I would welcome the opportunity to discuss this with you at an interview and look forward to hearing from you.

Yours sincerely

Alex Draycott

Alex Draycott

Interview Skills

BEFORE THE INTERVIEW

Prepare!

Prepare!

Prepare!

Research the company

- What do they do? You should have already done some of this when you applied for the job!
- Why you want to work for them?

When and where?

- Check the date and time – if you are unable to make this, contact them to change.
- Check if you need to confirm you will be attending.
- Check you know where the interview will be. Plan how you will get there and if you need to, go there beforehand to be sure where it is.
- Plan to arrive 10-15 minutes early.

What to wear

- Plan in advance what you will wear and make sure its clean!
- You don't need to wear a suit unless that is their dress code.
- Generally, choose clothing a bit smarter than you'd wear to do the job.
- Wear something appropriate for the job you are going for.
- Don't overdo the jewellery, make-up, perfume or aftershave.
- Be aware that not all companies like a lot of visible piercings or tattoos.

Do you have to take anything with you?

- Take a copy of your CV / your application form to refer to if necessary.
- Take your certificates and any other relevant certificate.
- Take your birth certificate or passport or driving licence for ID.

TYPES OF INTERVIEW

Telephone and Video Interviews

- Think about your body posture as this affects how you look and sound.
- Speak clearly and politely.
- Make sure you are in a quiet area to do the interview.
- Have your CV to hand to remind yourself of your skills and experience.
- Have information to hand about the organisation interviewing you.
- Write notes during the interview to help you remember key points.

Face-to-face Interviews

- One or two interviewers asking you questions.
- Panel – 3 or more people each with questions to ask.
- Technical – where you demonstrate that you can do the job.
- Group – assessments / activities for several applicants at once

The Interview

- Try and remain calm and relaxed! Use breathing techniques.
- Be polite and friendly, and smile.
- Sit down when asked to do so.
- Have good posture – don't sit in a laid-back way or hunched over.
- Don't fidget. If you tend to do this, put your hands interlinked in your lap.
- Make good eye contact with interviewers. If there is more than one, include all of them, but address the person who has asked the question.
- Speak clearly, don't swear or use slang.
- Don't chew gum.
- Be respectful.
- Be positive about yourself, the job and previous jobs or school (even if you hated them and had an idiot for a boss!). Being rude about them can give a poor impression of you!
- Remember, the interview is a two-way process, so you also need to decide if you want to work for them too. This means having some questions of your own prepared – more on this to follow.

Possible Interview Questions

Use the following boxes to record your answers to these questions to help you prepare for your interview.

Tell me about yourself

Give details of where you went to school, qualifications you have, and if you don't have any talk about subjects you studied. Give information about your hobbies and interests. Try to relate your answers to the job or career aspirations.

What are your strengths?

Give two or three ideas of what you are good at and how these relate to the job / industry.

What are your weaknesses?

Everyone has weaknesses, so this about the areas you want to improve and when you answer, make sure you end on a positive, eg, if your weakness is lacking confidence in using the phone, how you are willing to practice or take part in training to improve this.

What would you enjoy most about the job and why?

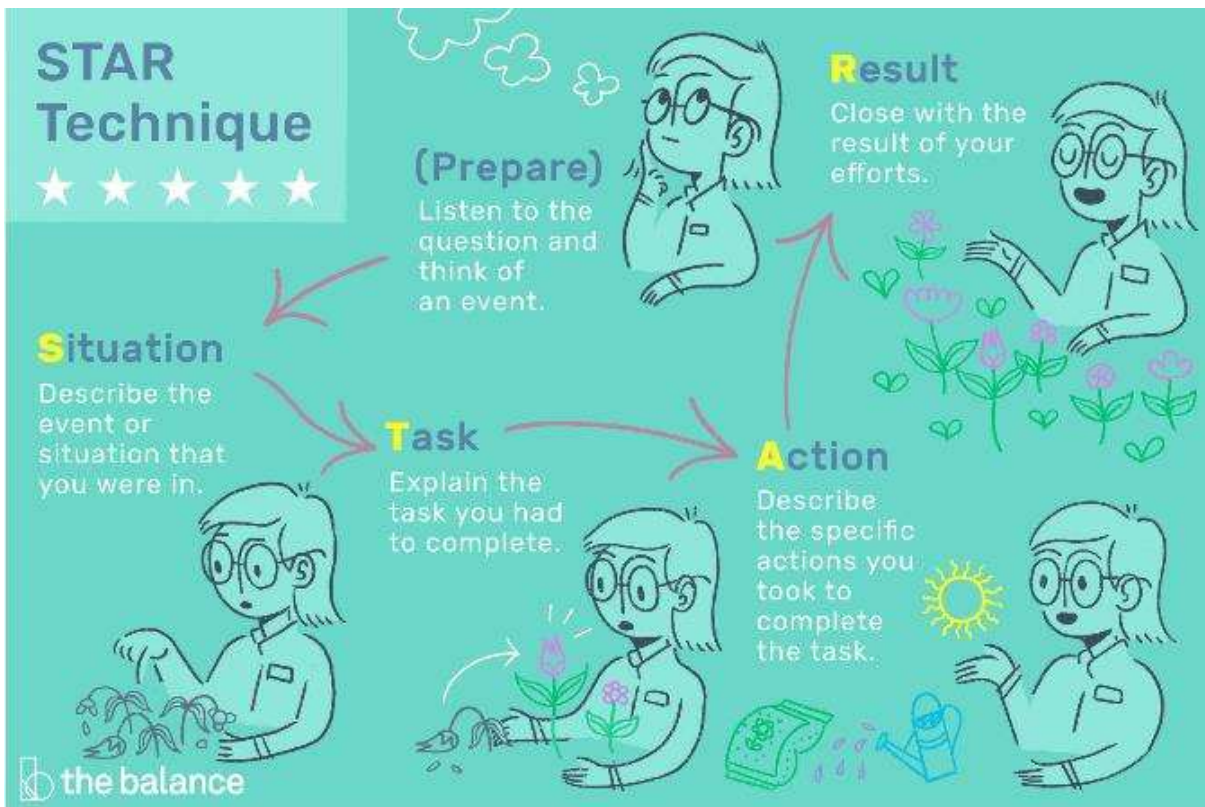
Discuss areas that match your strengths and previous experience / education. Explain how you want to develop your experience.

Why do you want to work for this company?

If you've done your research on the company you should be able to give some reasons for this.

Scenario or situational based questions.

When preparing for this type of interview think about examples you could use and practise the STAR Technique to help you structure your reply. Start with Prepare.



Example questions...

Tell me when you dealt with a difficult customer?

Tell me about a situation when you prioritised your work to meet a deadline?

Further information can be found at:

<https://www.indeed.com/career-advice/interviewing/situational-interview-questions-and-answers#:~:text=Five%20situational%20interview%20questions%20and%20answers%201%20What,proud%20of%20and%20how%20did%20you%20achieve%20it%3F>

What questions do you have for the employer?

Prepare some questions in advance. You can jot them down beforehand and check your notes when you're asked this question.

Eg

- Where would I be based?
- Who will I be working with?
- How many people in the team?
- Will I have a uniform?
- What training will I receive?
- Will there be opportunities for progression in the future?
- When will I hear if I have been successful?

No questions left to ask?

If you don't have any unanswered questions, say that you think they have answered all your questions, but can you contact them if there is anything you think of after the interview. This shows initiative!

After the Interview

Breathe a sigh of relief! You did the interview! Well done!

Did you get the job?

Yes - Fantastic! They will guide you through what happens next. Ask questions if you are unsure about anything.

No - Don't worry, you usually need to do quite a few interviews to get a job, so see it as practice. Ask the employer to give you feedback on your interview in case there is anything you can improve on for next time.

If you fail to prepare, you prepare to fail

The 5 Ps - proper preparation prevents poor performance