

A CXK INITIATIVE

The Work Ready Programme

WORK BOOK



My Commitments

**You have brains in your head. You have feet in your shoes.
You can steer yourself in any direction you choose.**

What commitments do you want to make to give yourself the best chance of a successful future?

I _____ pledge to work hard during this programme and stick to the above commitments that I have set out and agreed with my tutor.

Signed _____

Date _____

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MY COMMITMENTS

WELCOME TO WORK READY 2

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Welcome to Work Ready

About your programme

Welcome to Work Ready, a unique course designed to build and develop your skills and confidence. Throughout these sessions our aim is to provide the tools to support you to navigate the job market so you can be prepared to find the right role for you!

We take a blended learning approach that combines classroom learning, in-cell activities, video media and a pack of additional resources to help you get the most out of each session. The course is intended to be interactive and engaging, offering post-course support as you approach your release date.

Work Ready consists of 4 classroom sessions, focusing on the following key areas of development.

1. Introduction to Work Ready: Yourself "Growth Mindset"
2. Showcase your skills and how to apply them?
3. Marketing Yourself: Understanding your rights and responsibilities
4. Sealing the deal

We will offer up to date knowledge of the employment market, practical advice and resources that allow you to navigate through the course. Our trainers understand the challenges and opportunities within the job market, as well as maintaining awareness of the labour market and current vacancies in your local area.

Throughout the course you will develop a CV that you can then tailor to each role that you apply for. You will also gain an understanding of how to disclose your offence(s), with support to prepare a disclosure statement. Additionally, we will focus on how to search for employment opportunities, prepare for interviews and set realistic goals that will help you move forward.

By taking a proactive and positive approach to the course and making lasting change, you will be able to learn new skills. This will help you to move forward and achieve your career goals.

Using your Workbook (both within and outside of the sessions)

This workbook has information and questions aimed at assisting you throughout the course and beyond. Please complete the sections relevant to each session, as explained by the tutor, prior to the next session. This allows us to make greater progress during the classroom sessions.

Sessions notes

During Work Ready, we will provide you with this workbook and other resources. However it is also important that you use the notes sections within the workbook to record things that you feel are important to you and you may wish to refer to in the future.



BUILDING A
WINNING CV.

WATCH SHORT VIDEOS AND VLOGS TO HELP BUILD CONFIDENCE IN WRITING YOUR CV, APPLYING FOR JOBS AND BEING SUCCESSFUL AT INTERVIEW.

Reflection time, in-cell TV and Virtual Campus

The purpose of the time outside of the classroom delivery is to enable you to do the following:

- Reflect on what you have learnt so far
- Undertake any tasks that need to be completed before your next face to face session
- Watch any videos that will be available on in-cell TV (where this is accessible)
- Use Virtual Campus to access additional material/resources (where this is accessible)
- Start to think about the next session and what you want to get from it

Support

The Work Ready Team are here to support you through the programme and it is important that if you have any concerns or questions relating to the course that you raise this with your tutor or peer mentor.

Your peers on the course can also provide useful support when you are together, as you can for them. So please come with an open mind and be prepared to share.

What happens at the end of the 4 sessions?

At the end of the course we hope you will be more prepared for the opportunities that both the Prison Employment Lead and the tutor will be able to talk to you about. This will be achieved through a one-to-one session where you can review your CV, disclosure statement and provide the links to local services that can support you on release.

EXAMPLES TO HELP YOU NAVIGATE HOW TO "MARKET YOURSELF."

Enjoy the course and good luck!

The Work Ready Team



NOTES

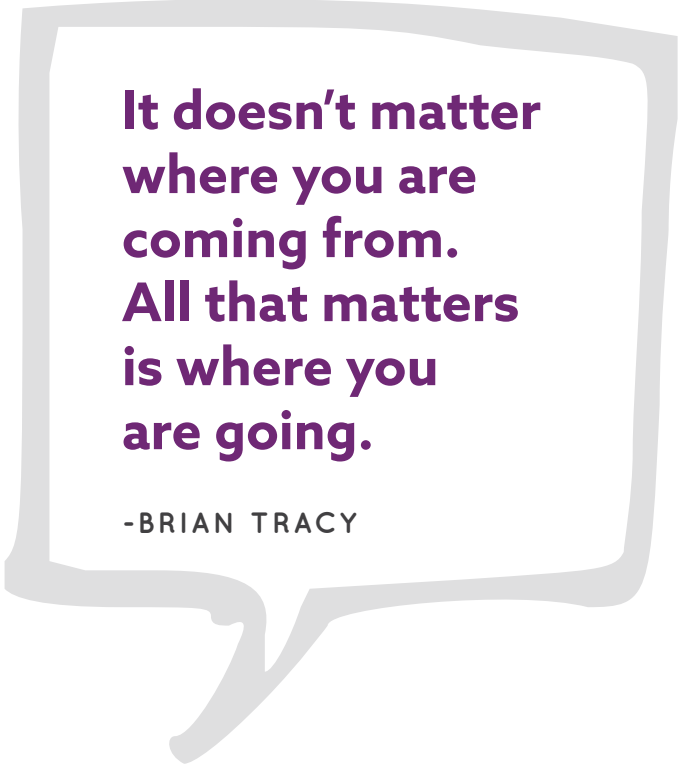
INTRODUCTION TO WORK READY - YOURSELF, “GROWTH MINDSET”

Skills

- **Communication (speaking and listening, reading, and writing), working with others**
- **Working in groups and teamwork**

Outcomes:

- Agreed behaviours/ boundaries/team working/ respecting others' needs
- Identifying personal strengths and opportunities – relating to a CV and job search
- What is my starting point and what do I still need to achieve to gain employment?
- Understand the 4 sessions and how these will support you into employment on release
- Build the following aspects in your CV – Strengths, Skills, and Knowledge



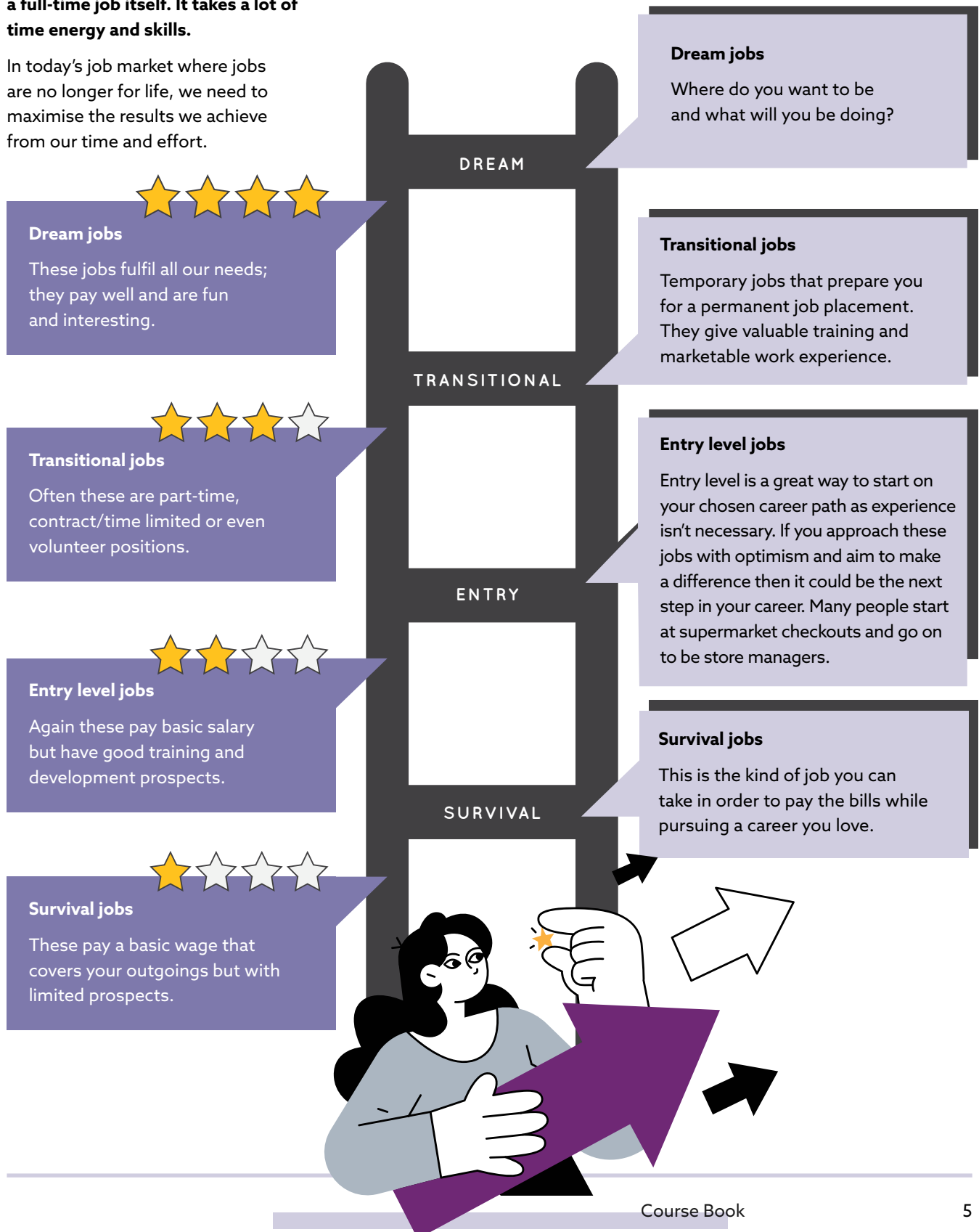
**It doesn't matter
where you are
coming from.
All that matters
is where you
are going.**

-BRIAN TRACY

Job Hunting and Career Planning

People say that looking for a job is a full-time job itself. It takes a lot of time energy and skills.

In today's job market where jobs are no longer for life, we need to maximise the results we achieve from our time and effort.



Where Am I Now?

ESTABLISH MY STARTING POINT AND WHAT I NEED TO DO TO MEET MY EMPLOYMENT GOALS?

WHERE AM I NOW?

My starting point (for example - I know the job I want; I have no idea about how to complete a CV; How do I complete an application form?)

WHAT DO I NEED TO DO TO MEET MY EMPLOYMENT GOALS?

What action do I need to take? (for example - identify my skills, strengths and recent qualifications for an updated CV; look at different job roles to understand what I can apply for; complete my disclosure statement)

WHAT SUPPORT DO I NEED? HOW CAN I GET IT?

Support needed from my tutor, a peer mentor on my wing, or the employment lead.
List what you think you need?

Job Searching

THIS EXERCISE IS TO CONSIDER WHEN YOU'VE BEEN AT THESE DIFFERENT CAREER STAGES.

What survival jobs have you done?

What survival jobs would you do?

What entry level jobs have you done?

What entry level jobs would you do?

What transitional jobs have you done?

What transitional jobs would you do?

What dream jobs have you done?

What dream jobs would you do?

AND NOW THINKING ABOUT ALL OF THAT, WHAT ARE YOUR NEXT STEPS?

Case Study

CASE STUDY 1 - RASTAMOUSE



In the 2002 the founder of Genius Within worked with Michael DeSouza. Michael came to England from Trinidad in 1960. At that time, Michael had been teaching swimming lessons for 15 years.

He identified his dream job was to be an animator for the BBC, already having made the character Rastamouse, and drafted some books.

Michael secured an entry level job working in the canteen at the BBC, where he learnt the TV business and made connections. In 2011 Rastamouse first aired on the TV!



NOTES


Playing to Your Strengths

SOMETIMES JOB HUNTING IS LIKE FITTING A SQUARE PEG IN A ROUND HOLE

Trying to succeed at a job that highlights your weaknesses is just as hard. By identifying where your strengths lie, you can find jobs that allow you to be at your best.

Some people find they are good at, and enjoy, processing fine details, e.g. book-keeping, whilst others prefer more social tasks such as talking to customers.

What types of jobs and environments do you work best in?



SKILLS AND KNOWLEDGE

Along with your strengths you will already have some skills and knowledge that make you employable. These may have come from hobbies and other interests such as helping out with family, friends or whilst volunteering.

If you know what your job goal is you can develop a list of the skills that you will need to get it.

WHAT SKILLS/KNOWLEDGE
HAVE YOU GOT?

WHAT SKILLS/KNOWLEDGE
DO YOU NEED?

CV Examples

We have included a selection of CVs to highlight that there are different formats and styles. However, what is important is that the information you include is tailored to the role and easy for the reader to understand.

There are two main styles, skills/functional and reverse chronological, however there are times when these are combined. Both have different uses and advantages.

REVERSE CHRONOLOGICAL CV

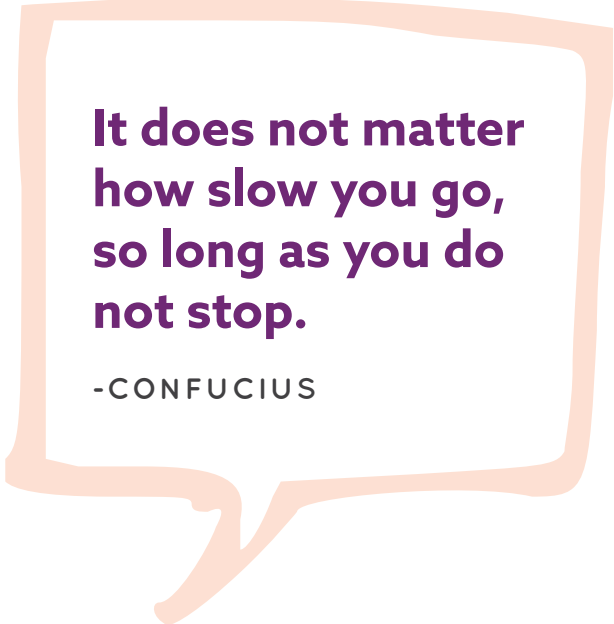
- Best for those who are staying in the same sector or similar roles.
- The more commonly used and accepted CV style as it is easy to read and understand.
- Lists your career history (typically 10 years or 5 roles) in reverse chronological order with the most recent being first.
- Highlights progression and increased responsibilities.

SKILLS/FUNCTIONAL CV

- When used for a change in career, they highlight transferable skills.
- Great for those who have spent a long time with the same company or who have gaps in their work history.
- Directs attention to skills, whilst focusing on these and achievements under specific headings.

TOP TIPS

- Commonly used fonts are Calibri, Tahoma, Verdana, and Arial.
- For ease of reading use font sizes between 10-12.
- If sending by post, print single sided and use paperclips rather than staples.
- Use white paper/background with black font.
- Avoid photographs or pictures. These are better for media or portfolios.
- Check spelling and grammar.



**It does not matter
how slow you go,
so long as you do
not stop.**

-CONFUCIUS

CV EXAMPLE 1

Paul Oates

Sittingbourne, Kent
Phone: 07484662905 | Email: poates9@gmail.com

PERSONAL PROFILE

A highly experienced Welder Plater, with a track record of completing fabrication of machinery and pressure vessels to specification. With a reputation for being reliable, punctual, and committed to delivering finished articles within agreed times. In addition to this I have used my ability and enthusiasm to learn quickly to become a skilled builder who is competent in several trades. I have excellent customer service skills and consistently produce high quality work. This is evident in the way I project customer focus, ensuring work is completed, safely within agreed timescales to have minimal impact on the customer.

I currently hold forklift and telescopic handler licenses also EUSR and CSCS registration. Available for an immediate start.

KEY ACHIEVEMENTS

- Apprentice of the year
- Entered a Craftex Engineering Industry Training Board and came in 2nd place
- Manufactured the Sky Dome in the year 2000 to be placed next to the Millennium Dome

SKILLS/ATTRIBUTES

- Thorough and good attention to detail
- Vast engineering and welding knowledge
- Able to use, repair and maintain machines and tools
- Design skills and knowledge
- Excellent customer service skills
- Able to work under pressure
- The ability to analyse quality or performance
- IT competent

CAREER HISTORY**SEPTEMBER 2012 – PRESENT, MAINTENANCE ENGINEER**

My duties include maintenance and repair of plant in the rubber recycling industry. This is a high-risk workplace where my adherence to health and safety legislation has paramount importance. I have become a valued and trusted member of the team, who puts the safe running of the plant my priority despite this often resulting in me working long and unsociable hours.

FEBRUARY 2009 – SEPTEMBER 2012, PLATER WELDER

I was responsible for the maintenance of Plant in addition to the developing and manufacturing of prototype machinery in the rubber recycling industry.

NOVEMBER 2006 – DECEMBER 2008, PLATER WELDER

Working on a large engineering project, I was responsible for fabrication whilst construction a major pipeline. This included making tooling and jigs to overcome various issues and obstacles.

Previous experience includes many more years as a plater welder and 6 years as a carpenter/general builder - more information available on request.

EDUCATION/QUALIFICATIONS

- Technician Education Council - Apprenticeship (Tech 3 - Equivalent to an ONC)
- City & Guilds - Welding
- 6 GCSE equivalents including Maths and English

PERSONAL INTERESTS

During my spare time I have several interests that include golf, mechanics (fixing and welding cars), music and spending time with my family. I am currently in the process of restoring a motorbike. In recent years I have also found an interest in cruising holidays and have spent time visiting historical cities with family and friends.

References are available on request

Rachel Reman

07677 735460
reman9829@hotmail.com

PERSONAL PROFILE

I am an adaptable and versatile worker who has experience across a range of industries and can quickly learn new skills. I enjoy working within teams and can communicate in a manner that is confident and outgoing. As an approachable and friendly person, I can work well with people from all different age ranges and backgrounds. I am self-motivated, committed, and hardworking especially in terms of achieving my goals. I am very open to trying new challenges and can adapt to a wide variety of situations and work well under pressure. I am now looking for a role that makes use of my natural energy, ideally within the warehousing industry.

KEY SKILLS

- Excellent communication skills
- Eye for detail
- Cash handling experience
- Logical and methodical
- First Aid Certified
- Full UK Driving Licence

EMPLOYMENT SUMMARY

Warehousing, Various Temporary Contracts 2017 - Now

Working at various locations around the local area, I carry out work with the food and parcel areas within warehouse facilities. This includes packing, picking, loading, unloading, and organising paperwork.

Window Cleaner, Self Employed 2003 - 2017

Duties involved cleaning windows and building a regular client list. This involved excellent customer service, a flexible and forward-thinking approach. In addition, I developed a keen eye for detail and the ability to see the job through to the end.

Merchandising, OCS 2015 - 2017

Working for Tesco where I was responsible for stacking shelves, tidying up bays and putting food in the correct locations.

Ground Worker/Administrator Gallagher Contractors 1999 - 2003

Duties involved laying appropriate ground works with concrete to include dropped kerbs, driveways and paths. Skills developed were teamwork, meeting deadlines and working within health and safety parameters.

Process Worker, Sweet Things Ltd 1991 - 1999

This role involved working on the assembly line for the manufacturing of confectionery sweets. Skills developed were attention to detail, time management and working closely as a team.

Office Junior, Murrays 1986 - 1989

General office work including filing, faxing, and delivering documents between offices. Skills developed were effective communications, organisation, and customer service.

Education and Qualifications

Several GCSEs gained between grades A to D

Interests and Hobbies

I have run and managed a boy's football team for fourteen years which involves carrying out DBS checks, selecting the players, organizing training schedules, liaising with other managers and colleagues, and coaching the players.

CV EXAMPLE 3

Anil Dhawan

(Eng Tech MIMechE)

CONTACT

Southend, Essex

Email:

adhawan@hotmail.co.uk

Mobile:

07975 757 812

PROFILE

A highly organised and disciplined Maintenance Technician (Mechanical Bias) with over 22 years' experience of carrying out planned preventative and corrective maintenance, within a fast-paced engineering environment as a member of the Royal Air Force. Possesses a wealth of transferable skills, exemplified by the ever-changing roles of the RAF, and excellent verbal and written communication skills, as well as being fully proficient at utilising current computerised maintenance management systems. An effective and supportive team player, who is equally confident working autonomously within varying shift patterns. Takes an analytical approach to root cause analysis and fault diagnosis, taking care to fully evaluate and prioritise evidence before making informed decisions on all engineering support requirements. All whilst fully appreciating and adhering to the highest of current working environment standards and Health and Safety regulations.

KEY SKILLS

Communication: Excellent communication skills, both verbal & written, and experienced in collating data and producing reports and recommendations for senior management, key stakeholders, and other engineering departments.

Planning: Experience of running multiple projects and tasks; planning manpower and resources in order to fulfil planned preventative and corrective maintenance tasks with an appreciation of modern lean techniques.

Prioritiser: Able to schedule and prioritise a very busy workload, changing and adapting as necessary.

Work Ethic: Thorough and works well under pressure and to tight time frames in all manner of environments.

Attention to detail: First-rate attention to detail, whilst still keeping an eye on the "bigger picture".

Standards: High level of personal standards (Discipline, punctuality, and appearance) which are reflected in working ethos, and high level of professional standards which are constantly evaluated.

CAREER SUMMARY

Royal Air Force (Sergeant) - 2016 - Present **Aircraft Mechanical Technician Supervisor**

Responsible to the Lead Engineer through the Shift Controller in the planning, coordination, and completion of preventative and corrective maintenance on all mechanical aspects of the Chinook helicopter down to component level.

- Ensuring all engineering standards, H&S policies, Risk Assessments, trade practices, and procedural documentation are always adhered to, including COSHH and strict tool control policies.
- Monitoring the serviceability, suitability, and provision of engineering resources such as Tools, PPE, and support equipment.
- Ensure all information and data is accurately collated and entered onto CMMS to allow for progression of fault diagnosis and rectification throughout entirety of shift and transferred to trade diary for shift handover/takeover.
- Subject to professional evaluation in the form of an annual appraisal.

Key achievement

At short notice, I was tasked along with my team, to lead the rebuild of 3 Chinook helicopters, to allow commencement of an overseas Operational deployment. In a hostile and arduous environment, with minimal infrastructure and equipment, a 4-week deadline was issued. Due to the team's ability and "can do" attitude, the rebuild, inspection, QA checks, and testing phase of all 3 aircraft took 3 weeks. Slashing the time taken to complete the rebuilds, the 25% time saved meant that in support of the Operation, troop movements and aid delivery could commence quicker than anticipated.

Royal Air Force (Corporal) - 2010 - 2016 Aircraft Mechanical Technician Instructor

Responsible for conducting aircraft mechanical trade training to over 230 students annually. Subjects covered, Basic Aircraft Construction and Maintenance, Hydraulics, Fuel Systems, and Structural repairs. Preparing the individual for a varied career within their respective area of work.

- Training delivery included designing of lesson plans, course content development, and individual evaluation of RAF and International students within a classroom environment.

Key achievement

Instructed RAF, Saudi Arabian and UAE engineering students to industry required standards; To gain a working knowledge of multiple aircraft mechanical systems, by overcoming language and cultural barriers to enable delivery of training whilst maintaining an average of over 90% pass mark throughout the duration of employment.

EARLY CAREER SUMMARY

Royal Air Force 1998 - 2010 Aircraft Maintenance Mechanic

Attested into the Royal Air Force in 1998 and began my career as an Aircraft Maintenance Technician, before various leadership, engineering courses and experience culminated in successful and early promotion leading to becoming a Mechanical Technician and supervisor.

QUALIFICATIONS AND CERTIFICATION

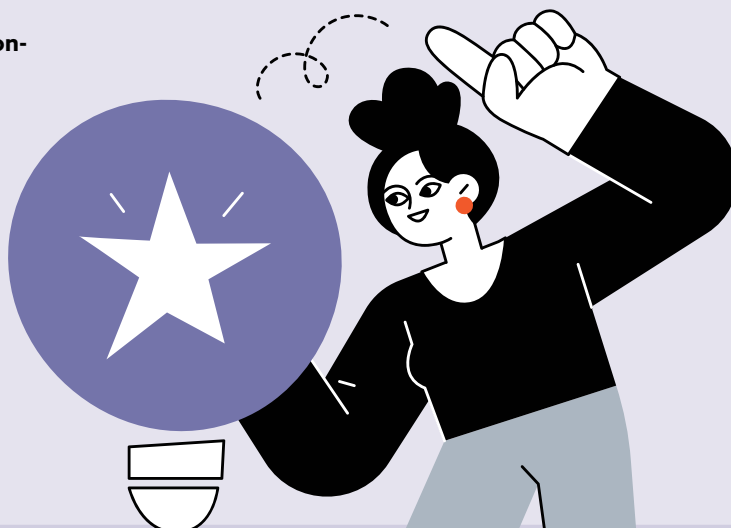
- Government Security Clearance SC.
- IOSH Managing Safely
- 18th Edition Electrical Wiring Regulations.
- City & Guilds Cert in Basic Engineering Competences
- BTEC National Cert in Aeronautical Engineering
- ILM Level 2 Cert in Team Leading
- BTEC Level 4 Cert in Teaching in the Lifelong Learning Sector (CTLLS)
- CLM Level 5 Award in Management and Leadership
- City & Guilds Certificate in Fibre Reinforced Plastics Repair
- Human Factors, Diversity & Inclusion, Manual Handling, Working at height

PROFESSIONAL AFFILIATION

Eng Tech accreditation (MIMechE)

CV Advice – Further Top Tips When Creating Your Personalised CV

1. Your CV has one main objective – **to get you an interview**. It’s an expression of who you are and what you have to offer and contribute.
2. **It’s your personal brochure**, and as such the message about your “features” (strengths and talents) must be clear and easily understood. Don’t expect the reader to “read between the lines”.
3. It must have maximum impact for the reader in a matter of seconds. Here the **first impression counts**. Firstly, it is your name that you want them to remember.
4. Then use the first half of the first page to demonstrate **how you meet what they are looking for** – so play back to them the key words that they used in the job advert (e.g. project management experience) and use them in bullet points, with supporting evidence, quantified and specific wherever possible.
5. The rest of the CV is there to support or back up this initial “thrust”. Your most recent and most relevant experience is what is needed here – not your life history.
6. The emphasis of your CV should be on **what you have to offer** – i.e. future focused.
7. Use **plenty of space**, with wide margins. The visual layout is important. Ensure a good balance between words and space. Relevant information should be easily accessible and well sign-posted with clear headings.
8. Avoid the use of “I”. Try to use key words or ‘**action-words**’ e.g. designed, improved, successfully, generated, maintained.
9. Your CV can focus either on work history or be entirely skill based, depending on **what is most appropriate**.
10. Preparing CVs takes time. The more thought given, the greater the possibility of success. Each application or job/role opportunity will require a different and customised or tailor-made CV.
11. **More detail is better than not enough** in earlier drafts. It is easier to cut something than to build it up but keep the final version down to two pages.
12. **Don’t be too modest**. The potential employer needs to know how good you are. If you don’t tell them, no-one else will.
13. **No need to list** your referees, salary, marital details, nationality or DOB.
14. Don’t forget your **achievements** and quantify these where you can.
15. **Avoid jargon, language and abbreviations** which are particular to your current organisation, profession or job unless it is directly relevant to the new role.
16. You can put your **contact details at the bottom** of the second page or in a header/footer – they will find them if they need to contact you.



What is included in a CV?

Name

Location, East Sussex

07000 000 000 | emailaddress@gmail.com

Profile - Who you are? What you are? What you want?

Experience (job or transferable skills/s)

Core Qualifications (only if relevant)

Top 2 skills / qualities

USP (unique selling point) or achievement

Career aim / reason for applying (what are you looking for)

Skills - Relevant to the job you are applying for. Example:

- Attention to detail
- Communication
- Up to 5-6 more examples

Employment History - Last 5 jobs or 10 years history

Date or Length | Employer | Job Role

Qualifications and Certificates - Any relevant qualifications or certificates

Date | Where | Qualification & level

Other Information

- Full clean driving licence
- Relevant information for the job

Hobbies and Interests

Keep relevant and appropriate

References available on request



NOTES

Creating Your Own CV

FOR A LOT OF PEOPLE, THE MOST DAUNTING PART OF FINDING EMPLOYMENT IS PUTTING TOGETHER A CV.

The truth is that CVs do not have to be confusing and it is important to know that it is not intended to be your autobiography.

For the CV to be effective it will do more than simply list the jobs that you have had, but very importantly will highlight the skills and qualities that you will bring to the role. Essentially it is as important to show what you can do as it is to show what you have done.

So where do you start? This workbook will help you to build up your CV in a logical manner throughout the 4 sessions, whilst getting you to start thinking about your skills and experience.

CHECK OUT THE "HOW TO WRITE A WINNING CV" VIDEO

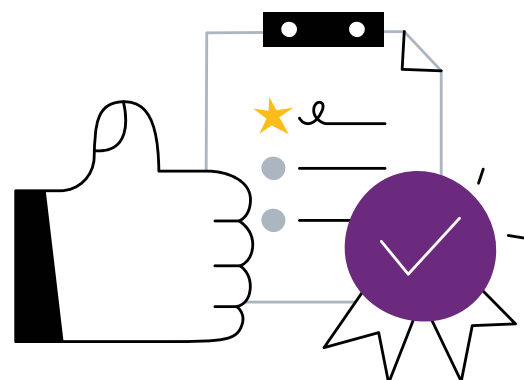
TAKE A LOOK AT THE "CV ADVICE: TOP TIPS" HAND-OUT

It is important to include contact details in your CV, but how much you would like to display is down to your own personal preference. The most important thing is that they have your name and a means with which to contact you about further information or hopefully to invite you to interview.

CONTACT DETAILS

WHAT SHOULD YOU CONSIDER?	Add your details here
Name	
Home Address You don't have to include this.	
Email Address Make sure that this is sensible and does not have the year that you were born included.	
Phone Number Use only active phone numbers.	
LinkedIn/Online Portfolio If you are an active member of LinkedIn.	

Capturing Your Skills and Experience



When you start to build your CV, first of all consider what skills you have built.

These could have been used or developed during paid employment, volunteering, work experience, training, education, hobbies, achievements, etc. By putting these down in a list, it will act as a reminder of your experience and the skills that you have used. Many of these skills are what we describe as transferable skills and can be developed in a number of roles.

COMMUNICATION

Speaking effectively		Facilitating group discussions	
Writing concisely		Speaking in public	
Adapting your style		Delivering and receiving feedback	
Gathering information		Encouraging others to speak openly	
Expressing ideas		Describing feelings	
Negotiating		Reporting information	

PLANNING AND ORGANISATION

Being able to manage multiple tasks		Setting SMART objectives	
Meeting deadlines		Identifying risks	
Managing high caseloads		Keeping people safe	
Working without constant supervision		Utilising resources	
Delegating tasks		Project management	

IT

Use of Microsoft Office package		Able to build presentations	
Video production and editing		Touch Typing	
Data protection		Website design	
Coding		Problem diagnosis	
Expressing ideas		Cyber security	

CUSTOMER SERVICE

Understanding the needs of customers		Promoting a positive customer journey	
Follow through on requests/complaints		Open and engaging conversation	
Puts the customer first		Helpful and willing nature	
Show active listening skills		Displaying positive language	
Demonstrate empathy		Exercising patience	
Pleasant and polite		Product knowledge	

COMMUNICATION

Increase sales		Safety conscious	
Use of social media		Marketing aware	
Creative thinking		Analyse information	
Quality control		Classify data	
Research		Build relationships	

LEADERSHIP

Encouraging others to express themselves	Taking responsibility	
Leading by example	Offering support and direction	
Listening to the ideas of others	Building relationships	
Showing trust in others	Strategic thinking	
Positively influencing	Remaining calm under pressure	
Teaching, coaching, and mentoring	Understanding change	

ADMINISTRATION

Minute taking	Reception duties	
Filing	Good telephone manner	
Organising meetings and events	Accurate recording of information	
Neat and tidy workspace	Collating information	
Booking hotels, trains, tickets	Timely response to emails	

TEAMWORK

Understanding the work of others	Working towards collective goals	
Collaborating	Supporting others	
Open and honest communication	Mutually accountable	
Encourage difference in opinions	Shared credit and good ideas	
Maximising strengths within the team	Showing flexibility and adaptability	
Managing conflicts	Finding resolutions	
Cooperating	Respecting others	

PRACTICAL WORK

Health and Safety aware	Dexterity	
Following instructions	Instructing others	
Understanding drawings	Physical fitness	
Safe use of machinery	Working in all weather conditions	
Engineering knowledge	Foresee problems	



PERSONAL STANDARDS

Smart appearance	Regular attendance	
Punctual	Grooming and hygiene standards	
Dependable and reliable	Loyal	
Adaptable	Flexible	
Willing to go the extra mile	Determined	

LOGISTICS

Securing loads	Understanding of driving laws	
Plant operator	Passenger vehicles	
Route planning	Avoiding likely delays	
Driving in other countries	Heavy machinery	
Space awareness	Instructing others	
Long distance	Concentration	

NUMERICAL

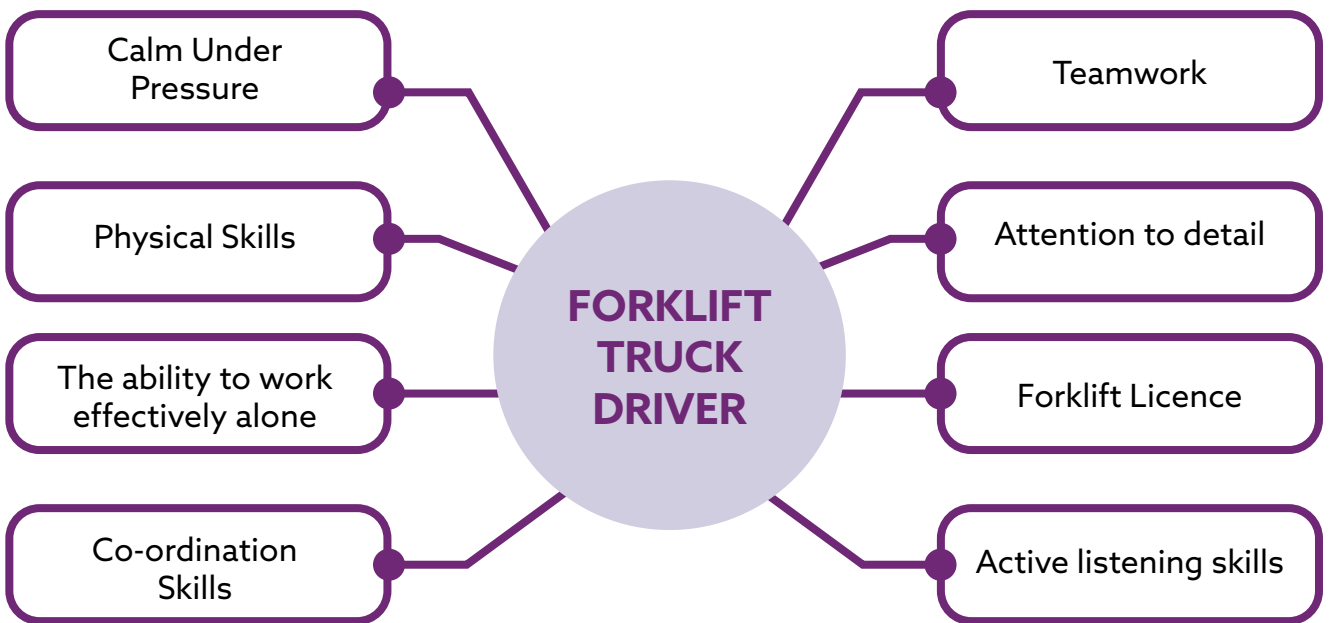
Compiling statistics	Analysing data	
Budget management	Projections	
Estimating costs	Ordering material	
Accountancy and bookkeeping	Taking accurate inventories	
Making savings	Tracking costs	

CREATIVE

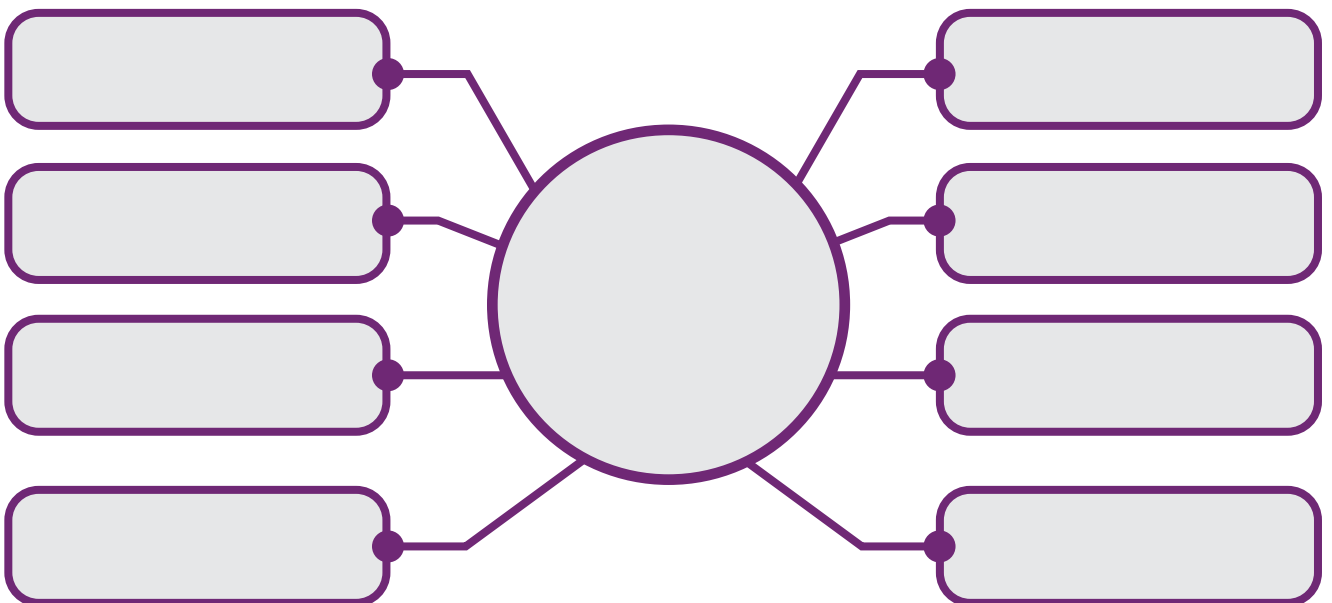
Illustrations	Voiceovers	
Creative writing	Musical	
Able to take good photos or videos	Able to plan events	
Decorative displays	Produce newsletters	
Use of graphics software	Design ideas	

Forklift Driver Example

A JOB EXAMPLE AND TRANSFERABLE SKILLS



USE THE BLANK DIAGRAM BELOW FOR YOUR OWN EXAMPLE





NOTES



NOTES

Planning for Session 2

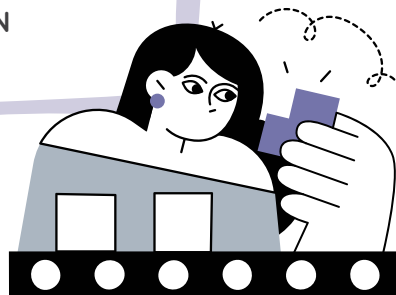
CONSIDER WHAT YOU NEED TO ACHIEVE TO MOVE FORWARD TO BE READY FOR SESSION 2, THINGS TO CONSIDER:

- Revisit your notes from Session 1 and, if available, watch the relevant video clips on in-cell TV.
- If not completed during the session, work through the CV Builder sections (pages 18-20 of workbook) using the notes from the Playing to your Strengths and the Capturing your Skills and Knowledge activities undertaken today (in rough, ready for next session).
- Read through the Session 2 pages of your workbook.
- Watch the additional video clips using in-cell TV, if available, to find out more about how to write an effective CV.

Support is available from your mentor, please ensure you ask your tutor who this is and how to make contact.

**Progress takes
time and discipline**

-RONNIE COLEMAN



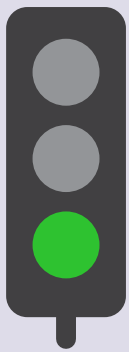
How Well Are Things Going?



Thinking about your normal/previous approach, what do you need to **STOP** doing?



Thinking about your normal/previous approach, what do you need to **START** doing?



Thinking about your normal/previous approach, what do you need to **CONTINUE** doing?



WHAT HAS BEEN THE MOST USEFUL THING YOU'VE LEARNT TODAY?



WHAT DO I NEED TO DO TO GET READY FOR THE NEXT SESSION?

SHOWCASE YOUR SKILLS AND HOW TO APPLY THEM

Skills

- Get a better understanding of how to take a varied approach to job searching and how to tailor a profile to a specific job role
- Communication (speaking and listening, reading, and writing), working with others
- Building your CV

Outcomes:

- Understand the relationship between personal profiles to job roles
- Identify the advantages of accessing the hidden job market, including the statistics
- List and explain usual job searching places and methods that involve accessing the hidden job market
- Identify how you can access and improve your own network
- Build additional aspects in your own CV
- Understanding the importance of being persistent, persuasive and resilient



**Don't wait for
the right
opportunity.
Create it.**

-GEORGE BERNARD SHAW

The Hidden Job Market



STUDIES SUGGEST THAT MOST PEOPLE WHO ARE SEARCHING FOR WORK WILL LOOK IN JUST A HANDFUL OF THE SAME PLACES.

These studies also show that up to 80% of jobs are not advertised here, if at all. This means that there is a much greater level of competition for only 20% of the job market. This is like a tree, where only a small part is above ground and visible. Most of the tree lays underground, forming the roots.

Whatever the statistics may be, searching purely for advertised jobs reduces your chances of finding work, so it can be a great idea to explore what we know as the Hidden Job Market, the much stronger roots of the job market.

HIDDEN JOB MARKET

The Hidden Job Market takes all forms, but it represents those jobs that are either not advertised at all or are in the places that are perhaps hardest to find.

Job searching itself can turn into a full-time job, so it is best to vary your approach and utilise your network.

There are a vast number of ways in which you can explore the Hidden Job Market, but they require you to be brave and creative.

In the handout there is information that will help you to start considering different places and ways to search for work as well as some boxes for you to make notes as you go.

SPECULATIVE APPROACH

This involves going directly to companies and enquiring about roles without them even being advertised. The way that you approach them would typically be via telephone, letter, email or even in person.

When approaching organisations, or individuals within an organisation, it is important that they see the best representation of yourself. If visiting them in person, this would include how you dress and present yourself.

When sending an email or letter you could use a speculative letter. This is very similar to a cover letter but offers them an introduction as well as outlining what skills and experience you would bring to their organisation. Always try to get the name of who you are sending the letter to.

You may want to consider some **important factors** when thinking about what companies to approach.

Let's get started with some of your needs. Please complete.



What do you want or need? List some of your ideas.	
<p>What type of company would you like to work for?</p> <ul style="list-style-type: none"> <input type="radio"/> Think about reputation, values, potential, culture, opportunities, etc. <input type="radio"/> Do you prefer older more established companies, with traditional core values and practices? OR A modern, forward thinking company with flexible practices and a developing culture? <input type="radio"/> What size company appeals more to you? Small and close-knit, a large corporation or something in-between. 	
<p>What industry would you like to work in?</p> <p>Are you specific? i.e., wanting to work as a Transport Planner OR Are you more generic? i.e., wanting to work within the logistics industry.</p>	

What do you want or need? List some of your ideas.	
<p>Where would you like to work?</p> <ul style="list-style-type: none"> <input type="radio"/> Are you prepared to work away from home? <input type="radio"/> How far would you be wanting to commute? <input type="radio"/> Would you be travelling by your own vehicle or public transport? <input type="radio"/> Is there a particular area that you would like to work? i.e., local big city, rural, country, etc. 	
<p>Are there any companies that you are already keen to work for?</p> <ul style="list-style-type: none"> <input type="radio"/> Think about companies that you have heard are particularly good employers? <input type="radio"/> Also consider the companies that you would not like to work for and why <input type="radio"/> Do you know anyone who works for the company who might be able to help you? 	
<p>Are there any other factors to consider?</p> <p>What companies are moving into your local area or are looking to expand their existing operation?</p>	

YOUR NETWORK



Networking is a key part of job searching and responsible for a lot of vacancies being filled. This is especially true in certain industries and higher management roles. It follows the old saying of, "it's not what you know, but who you know".

A great idea is to tap into your existing contacts, there may well be some gems in there that you did not know about. These people can rarely do anything for you if they do not know that you are looking for work.

It would also be a good idea to increase your network, getting out and about meeting new people can have a lot of benefits, and work is one of them.

RESEARCH

Once you find a company you are interested in, research them.

- What exactly do they make or do?
- Where are they based?
- Do they have jobs available or will you need to apply speculatively?

Have a think about how you can explore your own network and how you could build this up further.

BEING PROACTIVE

Who do you interact with on a regular basis? And where?	
<ul style="list-style-type: none"> <input type="radio"/> Friends and family <input type="radio"/> Sports/hobby clubs <input type="radio"/> Associations <input type="radio"/> Course mates <input type="radio"/> Tutors/mentors <input type="radio"/> Pubs <input type="radio"/> Volunteering <input type="radio"/> Social media <input type="radio"/> Online groups/forums <input type="radio"/> Present/former colleagues 	

How can you increase your network?	
<ul style="list-style-type: none"> <input type="radio"/> Think about some of the options above, do they interest you? <input type="radio"/> Careers fairs <input type="radio"/> Breakfast clubs <input type="radio"/> Networking events <input type="radio"/> Training courses <input type="radio"/> LinkedIn 	

How can you let your network know that you are looking for work?	
<ul style="list-style-type: none"> <input type="radio"/> Social media <input type="radio"/> Phone calls <input type="radio"/> Text messages <input type="radio"/> Face-to-face chat <input type="radio"/> CV handout <input type="radio"/> Short video 	

Being proactive can open opportunities that you might not find in your usual job searching. It is about searching in new places and trying different things. Below are a few ideas to get you started.

- Going direct to company websites
- Google
- Portfolio of work
- Keep up to date with the news
- Own business or self-employment
- Careers fairs
- Work experience/volunteering
- LinkedIn
- Advertising your skills/availability
- Newspapers
- Registering with CV holding sites

BEING RESILIENT

Creating Your Own CV

"I have 10 years of experience within administration, where I have supported various projects and shown a high degree of IT competency". Or "I have 5 years of experience of working in roles where I have to deliver results under pressure and build relationships with external stakeholders".

PERSONAL PROFILE

This is usually the opening section of your CV; it is often the first section that a potential employer will read. You may also know it by other names including personal statement, profile, summary, etc. It is important that this section matches the role that you are applying for especially in terms of what we call keywords or buzzwords. These are what you find on the Job Description or Person Specification. A good tip is to print off all documents for the role that you are interested in. As you read them you will notice that they are looking for certain skills, these are the keywords/buzzwords, and by highlighting them you can then tick them off as you include them in your CV. They might include skills like communication, budget management, leadership, physical fitness, the list is endless.

Some people find it easier to complete the rest of their CV and then come back to this section, as by then they will have already started to think about their skills and experience. **This section should be amended every time you apply for a different role.**

Who you are?

Open your Personal Profile by letting people know what experience you have

What you have to offer?

Highlight the skills you are able to bring to the role that you are applying for

"With an organised and proactive attitude, I am skilled at coordinating, establishing relationships and prioritising workloads".

What are you looking for?

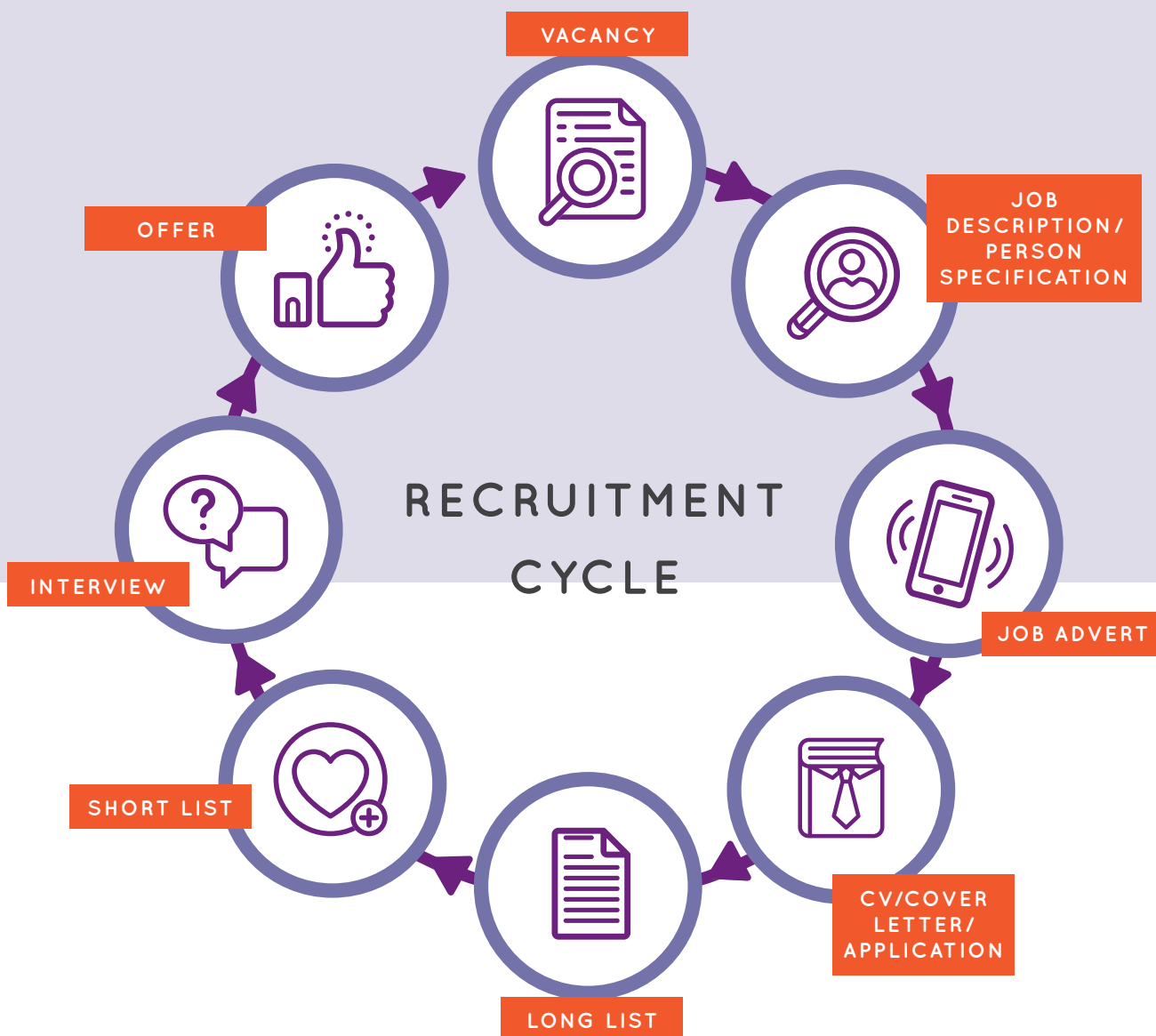
Finish the paragraph by explaining what you are looking to do next, with this relating to the role that you are applying for.

"I am now seeking a role as a project manager".

Please can you summarise on page 72 when agreed with your tutor?

Recruitment Cycle and Your CV

There is a process that needs to be followed when recruiting for a position, which can be time consuming for both the employer and the applicants. These processes, however, are designed to ensure fairness and that the right person is recruited into the role. Doing this saves the company time and money, avoiding having to re-advertise the position again soon after, whilst also ensuring they comply with any HR policies.



Recruitment Cycle and Your CV

Having an awareness of the recruitment cycle gives an understanding of why tailoring a CV is so important. This can also help with interview preparation. Although the methods used can vary depending on factors including the role, size of company, location and industry, the process itself is generally the same.

The flow chart on page 31 gives an overview of the recruitment cycle, and the many elements involved. This may help you to understand why the process can seem to take so long, which at times can be frustrating for all parties. This is where personal resilience comes in.

TOP TIP!

Carry out research on the company and role to gauge an understanding of their recruitment practices.

Use websites like **Glassdoor** and **Indeed**.



NOTES

WHAT HAS BEEN THE MOST USEFUL
THING YOU'VE LEARNT TODAY?

WHAT DO I NEED TO DO TO GET
READY FOR THE NEXT SESSION?

WHAT DO I NEED SUPPORT WITH?

How Well Are Things Going?



Thinking about your normal/previous approach, what do you need to **STOP** doing?



Thinking about your normal/previous approach, what do you need to **START** doing?



Thinking about your normal/previous approach, what do you need to **CONTINUE** doing?

A journey of a thousand miles begins with a single step.

-LAO TZU

How Are Things Going In General?



WHAT ARE YOU LEARNING ABOUT YOURSELF AND OTHERS?



WHAT AREAS OF YOUR LIFE HAVE YOU APPLIED TO THIS LEARNING?



WHAT AREAS OF YOUR LIFE AND JOB SEARCH NEED ATTENTION NOW?

Planning for Session 3

WITHIN YOUR WORKBOOK, FINISH THE CV BUILDER PERSONAL PROFILE AND FINALISE SECTIONS STRENGTHS, SKILLS, AND KNOWLEDGE, READY FOR REVIEWING WITHIN THE NEXT 2 SESSIONS.



NOTES



NOTES



NOTES

MARKETING YOURSELF - UNDERSTANDING YOUR RIGHTS AND RESPONSIBILITIES

Skills

- You will gain an understanding of if, when, and how to disclose a criminal record.
- You will identify the differences between a spent and unspent conviction.
- You will develop communication skills (speaking and listening, reading, and writing), and working with others.

Outcomes:

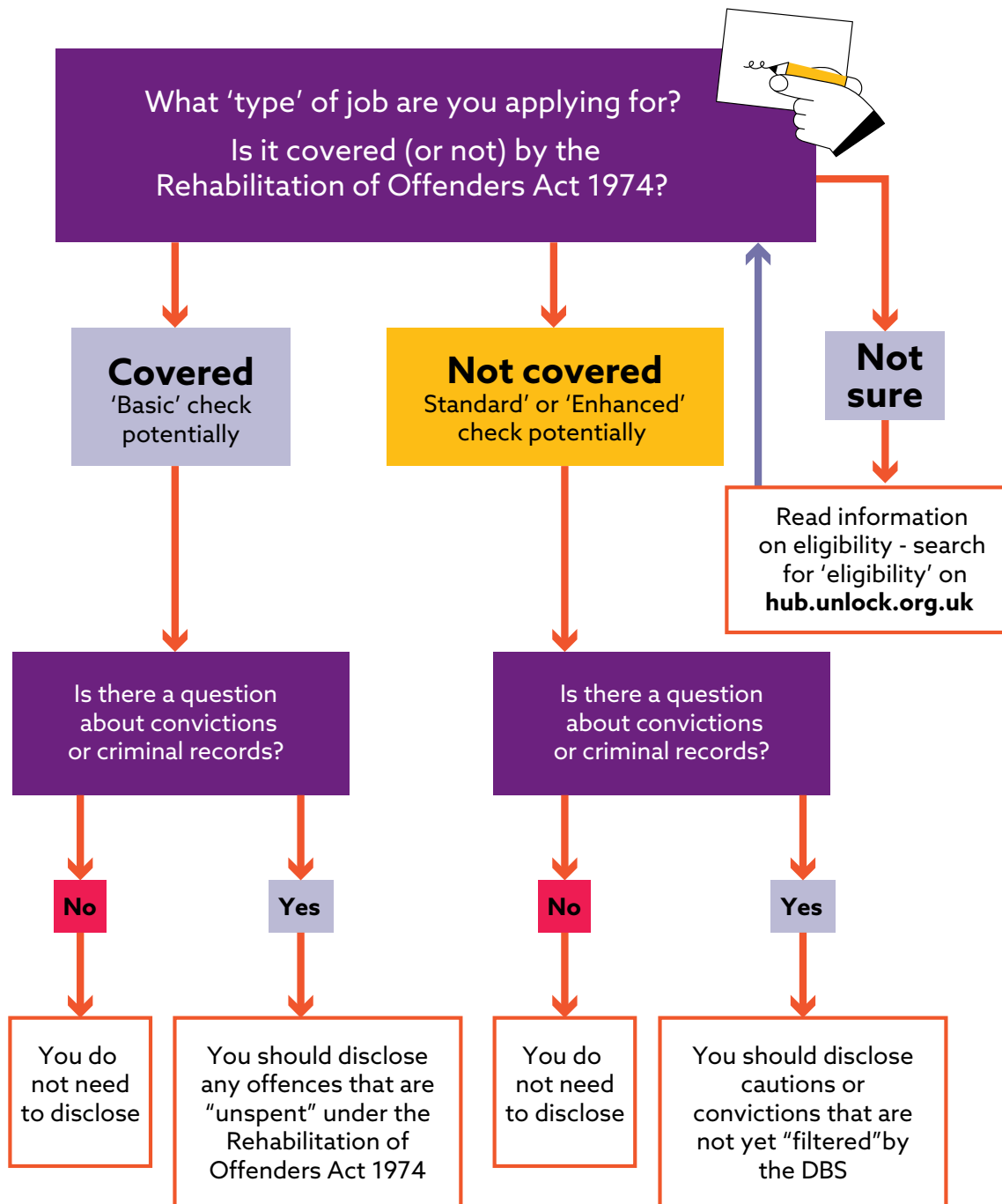
- Know where and how to access personal information related to your offence.
- Identify the differences between a spent and unspent conviction.
- Understand the different levels of DBS checks.
- Understand how to disclose a criminal record with confidence, when required.
- Build additional aspects to your own CV.



NOTES

Legally Need to Disclose?

DISCLOSING TO EMPLOYERS - INFORMATION SERIES



What is Ban The Box?

WHAT IS BAN THE BOX?

Far too often we hear from people who are unable to get past the application part of a recruitment process simply because they have to tick 'yes' to the question about convictions.

Ban the Box is a campaign to increase opportunities for people with convictions to compete for jobs. We're promoting the campaign as part of our fair access to employment project and to encourage 'fair chance recruitment' practices by employers in the UK.

Banning the box is one element of fair chance recruitment. The concept originates from the United States where 'Ban the Box' has been at the heart of changes in employer recruitment practice, supported by All of Us or None and the National Employment Law Project.

The campaign was launched in the UK in 2013, co-founded by Business in the Community, Unlock and others.



WHY SHOULD EMPLOYERS BAN THE BOX?

For employers, the goal has to be to try and find the best person for the job, and with over 11 million people in the UK with a criminal record, banning the box about convictions is one simple step towards this goal. By banning the box, employers are able to consider candidates on merit first. Behind the scenes, we work with employers to help them put the principles of this campaign into practice in their company, using our knowledge and experience of working with both individuals who have convictions as well as employers who are actively looking to improve their recruitment policies and practices.

Banning the box means employers can consider candidates on merit first. Applicants are not put off applying and employers get to recruit from the widest pool of talent.

Ban The Box List:

007 Pest Control	Costain	JP Concrete	Project Simply
Accenture	Community Justice Scotland	JTI	Record
Adnams	CSCS	Kier	Rec
Aldermans	Currie & Brown	Kilnbridge	Redemption Roasters
Age UK	Cubiquity Media	Kinnerton Confectionary	Reward Gateway
Allen & Overy	Cyrenians	Lancashire Holdings Ltd	Ricoh
Amey	Direct Access	Landmarc	Roast Restaurants
Art Council England	Dynamic Group	Landsec	Rural Arts
Back on Track	East of England Co-op	Leo Burnett	Saint Gobain
Bain & Company	Eversheds	Linklaters	Seetec
Barclays	Farrelly	Lloyds Banking Group	Serco
Barkers	Freshfields Bruckhaus Deringer	Manor Fresh	The SES Group
Boots	Fujitsu	Marlborough Surfacing	Sir Robert McAlpine
The Prince's Responsible Business Network	Genius Within	Matrix APA Ltd	Shekinah Mission
Bristol City Council	Gentoo	Maximus	Site Visibility Marketing
Bloomsbury Institute	Genuine Solutions Group	MVF	Sodexo
Cambridge University Press	Gleeds	Nacro	Southbank Centre
Carbon60	Gowling WLG	National Museum Liverpool	Standout Web Services
Careers Programme Group	Greenzone	NBC Bird and Pest Solutions	St. Leger Homes
Carpentright	Ground Control	NM Group	Trafford Housing Trust
Catch22	Guidant Global	Northumbrian Water	Unlock
CGL	Haringey Council	Nononsense Group	Urbaser Ltd
Choice Support	Heat Connection	Offploy	University of Derby
Chosen Group	High Peak Foodbank	Only Connect	VGC
Chwarae Teg	Hortech Ltd	On Course	Virgin Trains
City & Guilds	Howard League for Penal Reform	Orion Group	Viridor
Civil Service	Icon Designs Ltd	Paul J Watson	Walking the Wounded
Clinks	Inderflame	Profusion	West Midlands Combined Authority
Choice 4000	Interserve	Prison.org.uk	West Midlands Police and Crime Commissioner
Concept Design Solutions	ISS	Peer Power	West Way Trust
Conviction	J.M. Scully Ltd	People Plus	Young Vic
Co-op		Prestige	Zetter Recruitment
		PRO-Driver	

Is it Spent?

The Rehabilitation of Offenders Act 1974 gives people with spent convictions and cautions the legal right not to disclose them when applying for most jobs and for other purposes, like when buying insurance.

Apart from those individuals who are given prison sentences of more than 4 years, most people with convictions will benefit from it at some point in their lives. The table below sets out the time it takes for the main sentences to become spent following the changes that were introduced in 2014. This is known as the 'rehabilitation period' for the conviction. A conviction may have a number of rehabilitation periods depending on the sentence - in this situation, the longest one applies.

PRISON SENTENCES & COMMUNITY ORDERS (WITH A BUFFER PERIOD)

Sentence		Time it takes to become spent	
		Adult (18+) at conviction/disposal	Young person (U18) at conviction/disposal
Prison (including suspended prison sentences)	Over 4 years or a public protection sentence	Never spent	Never spent
	More than 30 months and less than (or equal to) 4 years	Full sentence + 7 years*	Full sentence + 3 ½ years*
	More than 6 months and less than (or equal to) 30 months	Full sentence + 4 years*	Full sentence + 2 years*
	Less than (or equal to) 6 months	Full sentence + 2 years*	Full sentence + 18 months*
Community order / Youth rehabilitation order		Full length of the order + 1 year	Full length of the order + 6 months

*Sentence length includes time spent on licence

OTHER COMMUNITY SENTENCES (WITH NO BUFFER PERIOD)

Sentence/Disposal	Time it takes to become spent (from date of conviction)	
	Adult (18+) at conviction/disposal	Young person (U18) at conviction/disposal
Fine	1 year	6 months
Conditional discharge	Length of the order	Length of the order
Absolute discharge	Spent immediately	
Conditional caution / youth conditional caution	3 months (or when it ends, if earlier)	3 months
Simple caution / youth caution	Spent immediately	
Compensation order	Once it is paid in full	
Bind over		
Hospital order (with or without restrictions)	Length of the order	
Referral order		
Reparation order	Spent immediately	
Endorsement (imposed by a court)	5 years	2 ½ years
Motoring disqualification (imposed by a court)	Length of the disqualification	
Relevant order	Length of the order	

DBS Level

INFORMATION	BASIC	STANDARD	ENHANCED	ENHANCED + BARRING
Unspent convictions	Yes	Yes	Yes	Yes
Spent convictions		Yes	Yes	Yes
Cautions (reprimands & warnings included)		Yes	Yes	Yes
Police intelligence			Yes (if Police deem relevant)	Yes (if Police deem relevant)
Inclusion on Children's Barring List				Yes (if specified)
Inclusion on Adults Barring List				Yes (if specified)

How this relates to me. What are the implications?

Letter of Disclosure

HOW TO PREPARE A LETTER OF DISCLOSURE

The aim of this information is to assist you in applying for jobs when you have a criminal record. It should help you become more confident about when and how to disclose your convictions, ensuring that you only disclose what you need to.

WHY IS THIS IMPORTANT?

It's important that you're aware of what you legally need to disclose to an employer. If you don't disclose something that you should, this may result in a job offer being revoked or, worse still, being sacked once you've started the job. If you disclose too much however, your application may not be progressed through the recruitment process. Understanding when and how to disclose your criminal record should give you more confidence and hopefully increase your chances of gaining suitable employment.

BEFORE YOU START DISCLOSING

Before looking at when and how to disclose, there are a few other things to consider:

- Understand your criminal record
- Work out if or when your record becomes 'spent'
- If they ask, know if you need to tell them
- When to disclose?
- Work with the employer's process - "Disclose when asked"

Different employers recruit in different ways, so the point that you get asked about your criminal record may not be the same for every job that you apply for. Your first step should be to understand the employer's process as best as you can, so you can make an informed decision. Check their application form or recruitment policy - does it say anything about if or when they ask about criminal records?

Generally, it's best to disclose at the earliest stage required (i.e. when you get asked), because that's when they've asked (so that's when they're expecting to be told), and you won't feel like you're 'hiding' something. However, there are some exceptions to this.

Many jobs ask for a CV and a covering letter. A CV is designed for you to sell yourself as the best person for the job - you shouldn't normally include any information about your criminal record on your CV. If you have gaps due to time in prison, you could say that you were 'unavailable for work', or if you completed qualifications inside, list these instead. However, you must be prepared to honestly explain what you mean by 'unavailable for work' if you get asked.



CHOOSING WHETHER TO DISCLOSE IN WRITING OR IN PERSON

Often, how you disclose will come from how the employer asks. If possible, tell the employer in the way that you feel most comfortable with. This will depend on how you feel about talking and/or writing about your criminal record. It might also depend on the nature of your convictions and the type of job you're applying for. Usually, the employer's policy will lean you towards a certain way. Either way, we recommend that you provide the employer with the brief factual details of your criminal record in writing at some point during the recruitment process, so that you have evidence of what you've disclosed – keep a copy of this for your own records too.

PREPARING TO DISCLOSE

If an employer wants to know about criminal records, they will normally ask you to disclose in a certain way; this might be at interview or after they've made a conditional offer. Some employers ask on their application form. Where possible, we suggest that you disclose your record face-to-face; this tends to be most effective. Prepare a self-disclosure statement; this should help. Address any concerns you think they may have but stay positive and don't concentrate solely on the negatives of a conviction.

THINK LIKE AN EMPLOYER – PREPARE FOR QUESTIONS

However you choose to disclose, you should be ready for extra questions that the employer might have. The questions below are ones that employers often ask, so think about how you'd answer them.

- Can you tell me about your criminal record?
- Why did you commit the offences?
- Was there anything happening in your life at the time?
- How can I be sure you're not a risk?
- What steps have you taken to change your ways?
- How is your life different now?

WRITE A SELF-DISCLOSURE STATEMENT

Before applying for jobs, we advise that you write down the details of your criminal record. We refer to this as a 'self-disclosure statement'. This might be sent with your application if they ask a question about convictions, or you might use it when disclosing in person. However, it can be hard to communicate feelings and emotions in writing. Generally, you should:

- Keep it short
- Personalise it
- Keep it simple
- Structure it
- Get support

EXPLAINING YOUR CONVICTIONS

The most important part of a self-disclosure statement is explaining your convictions. Make sure that you relate it to the job that you're applying for. You need to try and put yourself in the employer's shoes – they'll be making a judgement based on the information you provide. So, make sure you explain:

- When you committed the offence
- The number
- How relevant the offences are?
- How serious they were
- The circumstances then
- How you've taken responsibility
- How your life is different now
- Why you don't believe you're a risk

This information is taken from www.unlock.org.uk

Example Disclosure Letters – Points to Consider

DISCLOSURE LETTER A

Dear Mr Poole

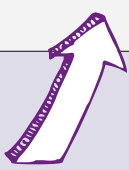
Position: Caretaker vacancy

I am applying for the post of caretaker. I believe I have all the skills you are looking for. I have worked in all areas listed in the job description and have more than two years supervisory experience. I will make a good, conscientious employee and I am sure that my former employer will testify to this. I was always at the premises before 9 o'clock and was never late. In my two years with the company I only lost two days through sickness.

I have, however, convictions for theft which are now more than five years old and arose from financial hardship at the time which no longer applies. The convictions are 'spent' under the Rehabilitation of Offenders Act 1974, although I am aware that I have to disclose them for this job. Since this troubled period in my life, I have turned things around. I met my partner soon after my last conviction and settled down. We now have two children. I have been in more or less regular employment since the conviction.

As my application makes clear, I have a good work track record and hope you will judge me on this rather than my past, of which I am not proud. I am of course prepared to discuss this at interview.

Yours sincerely,
Joe Bloggs



POINTS TO NOTE

Letter A

The best approach to disclosure is for people to make a **positive statement** about themselves, one that is true. They should disclose that they have a conviction, providing whatever reassurance they can.

They should then re-emphasise their positive features, whether it be (as in this instance) their reliability as demonstrated by their work record, or their ability to do the job (e.g., their skills and experience).

Most people will have **something to offer employers**, even if it is only general or personal skills, such as having a helpful and tactful manner, being able to relate well to customers, being flexible, thorough, accurate, committed, hard working or conscientious.

DISCLOSURE LETTER B

Dear Ms Virgo

Position: Administrative assistant post

I have submitted my application for this post on the basis of my varied skills and experience. As you will see, I have several years office experience and am familiar with a range of software packages including Word, Access and Excel. I have good keyboard skills, strong communication skills, solid organisational abilities and an eye for detail.

I have, however, two convictions. The first was for drink-driving and I was given a one-year ban, which has now expired. The second, in March 2001, was for theft. While working in an accounts office I got into debt and took money and thus abused a position of trust. I did in fact return the money, although I accept that what I did was wrong. On pleading guilty and being given a one year sentence, I resolved to make constructive use of my time in prison, where I was trusted with several positions of responsibility, both inside and outside the establishment.

I want to make it clear that there will be no repeat offending. I have family responsibilities which mean that I can ill afford to get into trouble again, were I that way inclined. Prior to my conviction, I had a reputation for hard work and reliability. I am keen to re-establish that reputation and therefore would be grateful if you would at least grant me an interview, so that you might be in a better position to judge my true character. As my application makes clear I have a lot to offer, much more I suspect than the average applicant. I would not let you down.

Yours sincerely,
Joanna Bloggs



BE POSITIVE

• KEEP IT SHORT • KEEP IT SIMPLE • PERSONALISE IT • STRUCTURE IT • GET SUPPORT • BE HONEST

"Obstacles can't stop you. Problems can't stop you. Most of all, other people can't stop you. Only you can stop you."

-JEFFREY GITOMER

POINTS TO NOTE

Letter B

Those people convicted of **employment-related offences** face the problem that employers are going to find it hard to trust them. Those problems will be compounded where people have been sent to prison, which carries its own particular stigma. If they **provide some reassurance** either directly or, in this example, indirectly (the individual refers to the positions of responsibility s/he held both inside and outside prison), then they will improve their employment prospects.

Letter C

Anyone seeking work with **children or vulnerable adults** faces particular difficulties because of employers' concerns about risks. However, there are things that one can say, if true, that will **provide reassurance**. In this instance, the applicant has been able to provide reassurance that his offences, which include arson, drugs and possession of an offensive weapon, are not quite so bad as they seem. Without making excuses, the applicant has drawn attention to his youth at the time of the offences and his difficult social circumstances. The applicant has **chosen to focus on his convictions rather than ability to do the job on offer**. This ordinarily is a dangerous course of action but what comes across is a frank, reassuring account of his troubled past.

KEEP IT SHORT • KEEP IT SIMPLE • PERSONALISE IT

DISCLOSURE LETTER C

Dear Mr Williamson

Position: Application for post of care assistant

As you see, I have submitted an application for the post of care assistant. I am applying for this position because I like working with old people and think I am good at what I do. I used to work in an office but deliberately chose this work because I find it satisfying. I get on well with people and can be relied upon.

However, I have a number of convictions, all of which are ordinarily spent, but not for this sort of work. As a 13-year old I lit a campfire in a shed which got out of hand. We burnt the shed down. No one was hurt, but I received a conviction. As an 18-year old I was convicted of possession of a small amount of cannabis and fined. I do not smoke at all these days, or drink.

As a 19-year old with no money I was convicted twice for fare evasion. I was head over heels in love, my girlfriend lived the other side of town and the train was the only way I could see her. And finally, as a 20-year old, I was convicted of possession of a Swiss army knife, which was found on me during a routine stop and search. I was not intending to use it. I am not that sort of man and was not that sort of man even then.

After this last offence, I got my act together. I finally found some stability in my life. I managed to find somewhere to live, secure employment and settle down. I now have a family. I have come a long way since the offences, but I understand that they will be of some concern to you. However, I can reassure you that I have learned from past mistakes and hope you will see that I am not the foolish young man I was and will judge me on my ability to do this job.

Yours sincerely,
Joe Bloggs

STRUCTURE IT • GET SUPPORT • DON'T BE EMBARRASSED • BE HONEST • BE POSITIVE • KEEP IT SHORT • KEEP IT SIMPLE

PERSONALISE IT • STRUCTURE IT • GET SUPPORT • DON'T BE EMBARRASSED • BE HONEST • BE POSITIVE

Thinking About My Disclosure Letter

WHAT DO I NEED TO CONSIDER?

Note down a few thoughts as to how you are going to approach your disclosure letter.

Points to consider:

- Keep it short
- Personalise it
- Keep it simple
- Structure it
- Start with something positive
- Next, explain your convictions
- Finally, finish with a strong and positive closing statement

What further information do I need and who do I ask?

Get support - If you struggle, get help (we are here to provide this)

Think like an employer
Be honest
Be positive
Be proactive



My Disclosure Letter

Use the notes completed for **“Thinking about my disclosure letter - What do I need to consider?”**

My Disclosure Letter

Continue from previous page

 NOTES

How Well Are Things Going?



Thinking about your normal/previous approach, what do you need to **STOP** doing?



Thinking about your normal/previous approach, what do you need to **START** doing?



Thinking about your normal/previous approach, what do you need to **CONTINUE** doing?

Planning For Session 4

START TO NOTE YOUR CAREER HISTORY

Career History

This is a great section to think about what you have done in the past and, importantly, what skills you have used. In general, you only need to go back 10 years or 5 jobs and this can include any volunteering that you may feel you want to include.

Try to expand upon your general responsibilities and achievements rather than a cut & paste job description. Always include any awards, commendations, or promotions (including temporary).

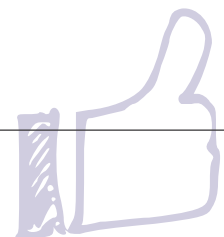
Role	Company name	Dates
Role overview/achievements:		

Role	Company name	Dates
Role overview/achievements:		

Role	Company name	Dates
Role overview/achievements:		

Role	Company name	Dates
Role overview/achievements:		

Role	Company name	Dates
Role overview/achievements:		



Use the additional handouts to capture further details.

SEAL THE DEAL

Skills

- Use a CV for specific job applications
- Developing confidence with interview skills through observations and practice sessions (and giving feedback)
- Know where to access local support agencies on release
- Communication (speaking and listening, reading, and writing), working with others

Outcomes:

- Gain an understanding and increased confidence around job interview techniques.
- Understand the importance of preparing for and following up an interview.
- Identify questions that may be asked at interview and how these may be answered.
- Complete the personal CV and be able to adapt one for specific applications.
- Identify support agencies on release for signposting

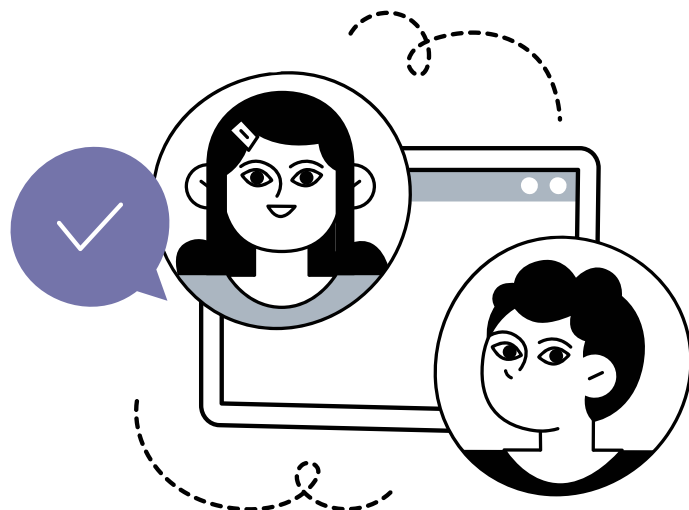


NOTES

Topics That Can Frame Potential Questions at Interview

- Opening Questions
- The Employer, Company, Products and Role
- Your Work History
- Experience, Skills and Achievements
- Professional Qualifications and Education
- Communication
- Teamworking
- Career Aspiration and Motivation
- Your Skills/Strengths and Weaknesses, and Self-Awareness
- Customer Service
- Problem Solving, Responsibility and Conscientiousness
- Your Ambitions
- Leadership and Management
- Project Management
- Targets
- Closing Questions

Please review the **100 Commonly Asked Questions** handout under these headings.



Commonly Asked Questions at Interview

OPENING QUESTIONS

Tell me about yourself
Why do you want to work for us?
Why have you had so many jobs?

THE EMPLOYER/COMPANY/ PRODUCTS/ROLE

What do you know about our company?
What is your understanding of this position?
Who are our competitors?

YOUR WORK HISTORY

Can you summarise your experience to date for us?
Explain the gap you have between.....

PROJECT MANAGEMENT

What project management experience do you have?
Tell me about a time when you were unable to complete a project on time?
Tell me about a time when you delegated a task effectively?



EXPERIENCE, SKILLS AND ACHIEVEMENTS

Tell me about a time when you overcame an obstacle to achieve something
What relevant experience do you have for this position?
What has been your greatest achievement?

PROFESSIONAL QUALIFICATIONS AND EDUCATION

What professional development have you undertaken that is relevant to this role?
What professional development would you consider in the future to progress your career?



COMMUNICATION

When scheduling your time, how do you determine what constitutes a priority?
How do you build positive working relationships with others and can you give an example?
Can you recall a time when you have turned around a negative working relationship - how did you achieve this?
When communicating information to others, how do you know they have understood?

TEAMWORK

What makes a good team member?
Tell me about a time when you supported or helped a team member?
Have you ever trained a new member of staff in your previous roles?

TARGETS

Would you describe yourself as competitive?

What makes you a good salesperson?

CAREER ASPIRATION AND MOTIVATION

What motivates you?

What goals did you set for yourself during your last position? Did you achieve your goals?

Which tasks do you get the most satisfaction from?

YOUR SKILLS/STRENGTHS AND WEAKNESSES, AND SELF AWARENESS

What are your 3 main strengths?

What are your 3 main weaknesses?

We all make mistakes, tell us what you have learnt from the ones you have made?

YOUR AMBITIONS

What are your goals?

Where do you see yourself in three years' time?

PROBLEM SOLVING, RESPONSIBILITY AND CONSCIENTIOUSNESS

Provide an experience that demonstrates your ability to manage time effectively. What were the challenges and results?

Tell us about a problem you recently solved at work

LEADERSHIP AND MANAGEMENT

What steps have you previously taken to improve efficiency within a team?

Share a time when you willingly took on additional responsibilities or challenges?

What kind of decisions do you find difficult to make?

CUSTOMER SERVICE

Tell me about the most difficult customer you have ever had to deal with. What was the problem, what did you do and what was the outcome?

Can you think of an occasion when you have delivered a service that has exceeded the expectations of the customer?

What does excellent customer service mean to you?

CLOSING QUESTIONS

Why should we consider you a strong candidate for this post?

Why should we hire you?

What salary expectations do you have?

Competency-Based Interview Questions

A common questioning style at interviews is what is known as competency-based questions. These questions are particularly evident when recruiting, used by many employers.

Competency-based questions are where the interviewer asks the interviewee to give an example of when they have used a particular skill, drawing on their previous experience. Sometimes they will give guidance as to what they are specifically looking for, but this is not always the case. These types of questions are designed to test one or more skills and are usually marked against pre-determined criteria.

By reading the job description thoroughly, you will have already started to identify the skills that they might ask about at interview.

The interviewer is looking for the interviewee to describe an occasion when they have been able to do this, but it is important that they get some of the background as well as the outcome. Structuring the answer will help the interviewee to cover all the important aspects, as well as staying on track. A great way to structure these answers is to use the following acronym.

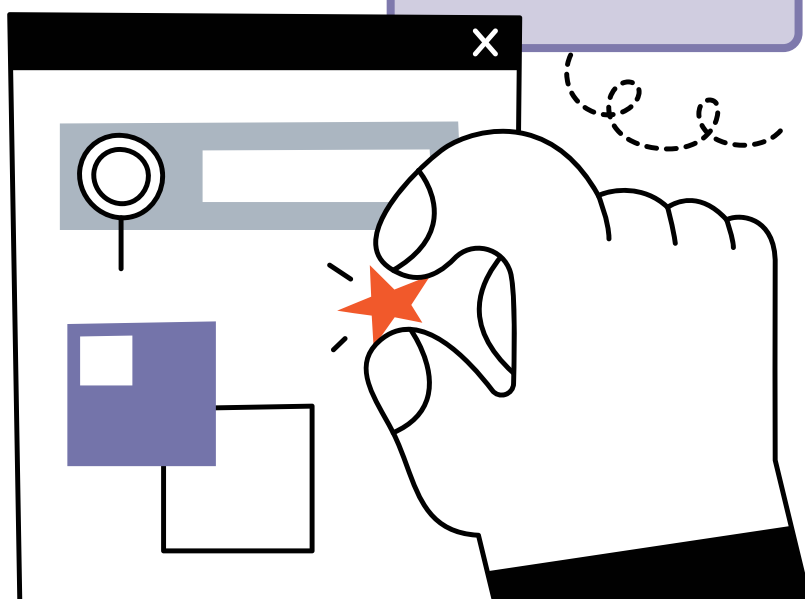
STAR Situation Task Action Result

S.T.A.R. is a commonly used method for answering competency-based questions and is widely recognised. Let us have a look at each of the elements in more detail.

TOP TIP!

For each skill on the Job Description, write down examples of when you have used these.

Use STAR as bullet points for each skill.



SITUATION	<ul style="list-style-type: none"> ○ This is where you build up a picture, describing the scene and giving any relevant background information.
TASK	<ul style="list-style-type: none"> ○ What were you aiming to achieve? ○ Be specific so that the interviewer knows exactly what your role was.
ACTION	<ul style="list-style-type: none"> ○ How did you use that particular skill and any others that may be relevant? ○ Why did you choose to take the action that you did? ○ Focus on what you did, not the wider team, take credit for your actions.
RESULTS	<ul style="list-style-type: none"> ○ What was the outcome? ○ Ensure that the outcome is a positive one. ○ Even if the question relates to when things haven't gone to plan. What changed as a result? What did you learn?

Using the example question given earlier, you can start to bullet point your response as part of your interview preparation.

Tell me about a time when you have been able to resolve a customer complaint.

SITUATION	<ul style="list-style-type: none"> ○ I was working as a manager for a national parking company. ○ A local resident of one of our sites complained about a large tree impacting on their TV reception.
TASK	<ul style="list-style-type: none"> ○ I spoke to that specific resident to get full details, as well as speaking to other residents living nearby. ○ I carried out an investigation to establish the facts.
ACTION	<ul style="list-style-type: none"> ○ I spent a couple of hours talking to local residents, noting that this was a long-term issue. ○ On checking the CRM, I was able to evidence that there had been a variety of complaints going back 5 years. ○ Via our facilities management team, I arranged for the tree to be removed
RESULTS	<ul style="list-style-type: none"> ○ A greater degree of trust was established between residents and the company. ○ 2 letters of thanks from local residents were forwarded to my area Operations Manager, who nominated me for an Employee of the Month award.

Interview Preparation



BEFORE

- Always remember to confirm your attendance by email or telephone. This can prevent wasting their time or yours.
- Book time off work, childcare or make any other arrangements that are required.
- Start collating all your paperwork and documentation. Create a separate file for these on your device, as well as printing off copies to take with you.
- Confirm what type of interview it will be and what resources you will have access to, where required.
- Print off the confirmation of your interview including address, contact details and timings.
- Research the company and role. LinkedIn, social media, written media, companies house, review sites and Health & Safety Executive are great starting places. Consider published reports, competitors, services, contracts, mission statements and recent awards.
- Plan clothing and dry cleaning where needed. Do your clothes fit? Are they appropriate for the role? Look smart, feel smart, act smart.
- Aim for the highest standards. Haircut/style (where needed), shave, beard trim, neck shave, clean/polished shoes, fingernails, etc.
- Plan your journey. Bus/train times, traffic, parking availability or costs, Google maps and try to have a plan B.
- Review the application, CV, cover letter, job description, person specification and advert. This will act as a reminder of what they are looking for and how you meet this.
- Prepare answers to questions that you may get asked based on the skills and competencies required for the role. Use the S.T.A.R. technique and write them down in bullet point format.
- Practice your answers out loud so that you become familiar with them. Where possible arrange a practice/mock interview with someone who you trust.
- Prepare your questions to ask them. By having around 5/6 prepared, you will still have 2/3 to ask them even if some get answered naturally during the interview.
- Avoid alcohol and spicy food the night before, where possible.



ON THE DAY

- Check any delays on the roads, buses, or trains, making any alternative arrangements if needed.
- Have a sensible breakfast.
- Ask someone to check your clothing when you are dressed.
- Remember to take any paperwork and contact details.
- Be professional from leaving home. You might meet someone from the organisation along the way.
- Arrive in plenty of time to avoid being late or hurried.
- Switch off phone or place on silent.
- When waiting for the interview, take an interest in company literature or notice boards.
- Engage with company employees in a positive manner, regardless of position.
- Shake hands with and acknowledge all members of the interview panel.
- Use a glass of water to create natural pauses between being asked the question and answering it.
- Engage with all interview panel members when answering questions.
- Maintain good eye contact, posture and a positive attitude.



AFTER

- The interview does not end until you are away from the premises, stay professional until then.
- Congratulate yourself on getting an interview. Something about you told them that they'd like to meet you to find out more.
- Write some notes about how the interview went. What went well? What could be improved next time?
- Send a thank you email.
- Be patient around timescales they have given to inform candidates of the outcome. Once these dates pass, politely enquire about an update.
- Seek interview feedback regardless of the outcome.
- Keep searching and applying for other roles until there is an official job offer.
- Stay positive.



Celebrating and Action Planning for Success

What can you do now that you couldn't do before this course?

**Your positive
action combined
with positive
thinking result
in success**

-SHIV KHERA

My Goals and Action Plan

LET'S SET SOME MOTIVATING GOALS AND ACTIONS FOR YOURSELF:

- What do you want to achieve going forward?
- What do you need to do to make that happen?
- What support do you need to help you succeed?

MY GOALS		
MY CAREER / WORK GOALS:	Eg. To find work in ideal role:	When do you want to achieve this by:
MY LEARNING GOALS:	Eg. To enrol on a programme of learning that enhances my skills for employment.	When do you want to achieve this by:
MY SKILLS GOALS:	Eg. To be able to identify and to articulate transferable skills.	When do you want to achieve this by:

MY ACTIONS TO ACHIEVE MY GOALS		
ACTION TYPE	ACTION SUMMARY	ACTION DUE DATE

Reflect

REFLECT ON THE ACTIVITIES AND MESSAGES YOU'VE HEARD TODAY AND CONSIDER WHAT YOU NEED TO ACHIEVE TO MOVE FORWARD:

In readiness for 1 to 1 meeting with Work Ready tutor

- Finalise all sections relating to the CV
- Finalise the disclosure statement on a separate document (not in this workbook)
- Prepare for the support needed from the Employment Hub team



NOTES

How Well Are Things Going?



Thinking about your normal/previous approach, what do you need to **STOP** doing?



Thinking about your normal/previous approach, what do you need to **START** doing?



Thinking about your normal/previous approach, what do you need to **CONTINUE** doing?

Planning For Your 1:1 Session

USE FONTS SUCH AS CALIBRI, TAHOMA, VERDANA, AND ARIAL • FOR EASE OF READING USE FONT SIZES BETWEEN 10-12 • IF SENDING BY POST, PRINT SINGLE SIDED AND USE PAPERCLIPS RATHER THAN STAPLES • USE WHITE PAPER/BACKGROUND WITH BLACK FONT • AVOID PHOTOGRAPHS OR PICTURES • CHECK SPELLING AND GRAMMAR • USE FONTS SUCH AS CALIBRI

CREATING YOUR PERSONAL CV - HOBBIES AND INTERESTS

This area can give a prospective employer an idea of the person you are away from work. Try and be descriptive and informative about what you enjoy. Although it is important to not lie anywhere on your CV, don't do it here to try and impress people!

Example: "I have a keen interest in reading about military history, in particular WW1 and WW2, including the years in between. Keeping fit is also important to me and I regularly play badminton and squash as well as playing golf on a weekly basis".



NOTES

CV Template

NAME

ADDRESS

CONTACT NO.

EMAIL

PERSONAL PROFILE

KEY SKILLS

EMPLOYMENT HISTORY

(i.e. Job title, company name, duration, responsibilities)

EMPLOYMENT HISTORY CONTINUED

(i.e. Job title, company name, duration, responsibilities)

EDUCATION/QUALIFICATIONS

HOBBIES & INTERESTS

REFERENCES (AVAILABLE ON REQUEST)

Please use CV Template Handout if more space is needed.

Disclosure Letter

Dear

Position:

Disclosure Letter *Continued*

Yours sincerely,

Follow-up 1:1 Session Record

1:1 SESSION DATE	Work Ready Tutor
Key takeaway points from the Work Ready Programme:	
Update on the created CV and steps to update it accordingly:	
Update on Disclosing and the Disclosure Statement in place:	
Any further needs to be addressed before being released:	

Areas of the workbook to reflect on after today's discussion

Local support agencies to support you on release:

Support	Agency Name	Contact Details
Careers Advice	National Careers Service.	
Employment Opportunities	New Futures Network	
Family Support	Pact	
Social Security	Job Centre Plus Office	
Local Mental Health Support		
Substance Issues		
Healthcare		
Local Authority		
Prison Employment Lead		

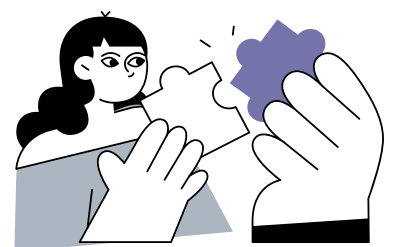
Your signature _____

Tutor's Signature _____

Date _____

Date _____

"Each day is an opportunity to heal the past and create a positive future."





NOTES



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WORKING WITH YOUR WORK READY PROGRAMME TUTOR TO PULL THIS ALL TOGETHER WE WILL:

Follow-up 121 meetings with the Work Ready Programme Tutors and resident/ learning to:

- Identifying local support agencies for signposting when you're released
- Confirm and validate your personal disclosure statement
- Provide support for any remaining needs, in-prison signposting and connections to New Futures Network (NFN) relating to local employment opportunities
- Finalise work book action plan (if not already completed)

Good luck with your future employment goals.



ONE ORGANISATION

ONE TEAM

CHANGING LIVES

CXK is an organisation dedicated to transforming the lives of young people and adults across the South; providing support, advice and guidance to help them find work, or move into learning or training, and in doing so improving their life chances.

Our aim is simple: to create better outcomes for more people and ensure that our beneficiaries are supported and empowered to be the best they can be. Now and in the future.

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