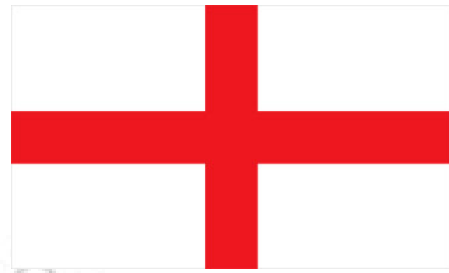




TRABAJAR EN EUROPA





→ GENERALIDADES

→ TRABAJAR EN INGLATERRA

- ✦ HOMOLOGACIÓN DEL TÍTULO
- ✦ PERMISO DE RESIDENCIA

→ INFORMACIÓN BÁSICA

- ✦ CONTRATO DE TRABAJO
 - ✦ IMPUESTOS
 - ✦ CUENTA BANCARIA
 - ✦ ALOJAMIENTO
 - ✦ SALUD

➔ GENERALIDADES

Nombre Oficial: Inglaterra

Capital: Londres



Principales ciudades

- Birmingham
- Bristol
- Leeds
- Liverpool
- London
- Manchester
- Nottingham
- Sheffield
- York

⇒ **Población:** 51,1 millones de habitantes

⇒ **Superficie:** 130.395 Km².

⇒ **Moneda:** Libra Esterlina

⇒ **Lengua oficial:** Inglés

⇒ **Fiesta nacional:** 10 de junio

⇒ **Sistema de gobierno:** Monarquía Parlamentaria

⇒ **Fronteras políticas:** Escocia y Gales

✦ Regiones de Inglaterra



Actualmente, Inglaterra se divide en cuatro niveles de subdivisiones administrativas: regiones, condados, distritos y parroquias.

Inglaterra cuenta con 39 condados, 7 condados metropolitanos entre otros Avon, Bedford, Berkshire, Buckingham, Cambridge, Cheshire, Cleveland, Cornwall, Cumbria, Derby, Devon, Dorset, Durham, East Sussex, Essex, Gloucester, Greater London, Greater Manchester, Hampshire, Hereford and Worcester, Hertford, Humberside, Isle of Wight, Kent, Lancashire, Leicester, Lincoln, Merseyside, Norfolk, Northampton, Northumberland, North Yorkshire, Nottingham, Oxford, Shropshire, Somerset, South Yorkshire, Stafford, Suffolk, Surrey, Tyne and Wear, Warwick, West Midlands, West Sussex, West Yorkshire, Wiltshire.

➔ TRABAJAR EN INGLATERRA

✦ Homologación del Título

Cualquier español con título de fisioterapeuta que desee trabajar en el Reino Unido **debe registrarse en el HPC** o Health Professional Council (www.hpc-uk.org) independientemente de tener el título español de fisioterapeuta. Si no lo hace, no podrá ejercer como tal en el Reino Unido.

Al mandar la solicitud, se recomienda no mandar originales (siempre usar fotocopias compulsadas de Pasaportes, Carnet de Identidad, Certificado de Nacimiento o Carnet de Conducir). Si los documentos originales están escritos en español, se han de traducidos al inglés (traducción jurada).

Una vez que se mandan los formularios y en el plazo de un mes el HPC se pondrá en contacto. Si pasado ese mes, no ha sabido de ellos, póngase en contacto con HPC a través de la siguiente dirección:

Contact the International/Grandparenting team:

Tel: 44 (0) 20 7840 9804 (from the UK: 0845 300 4720)

Fax: 44 (0) 20 7840 9803

Email: international@hpc-uk.org

Para empezar con la solicitud, siga los siguientes pasos:

PRIMER PASO:

Desde el 1 de Abril, existen varios **pagos** obligatorios; la lista de estos se puede encontrar en la siguiente dirección (www.hpcuk.org/apply/international).

Se ha de pagar un total de 400 Libras Esterlinas por la inscripción.

SEGUNDO PASO:

Cumplimentar el siguiente documento:

http://www.hpcuk.org/assets/documents/100008AFHPC_International_application_pack.pdf

Se le pedirá la siguiente información:

1. Información general (Section 1 & 2, páginas 2 y 3).
2. Registro en el Colegio Profesional correspondiente del país de origen y de la región de origen (Section 2 & 3, página 4).
3. Auto-declaración de la salud del solicitante (Section 5, página 5).
4. Resumen de educación y prácticas (Section 6, página 5).
5. Prueba de Inglés (Section 7, página 6): Para los europeos no se requiere prueba de inglés.
6. Referencias de Trabajo (Section 8, páginas 7,8 y 9).
7. Referencias clínicas (Section 9, página del 10 al 17).
8. Referencias de personalidad (Section 12, página 19 y 20), esto es, que alguien que no sea un familiar, dé referencias de la persona que solicita entrar en el registro del HPC.

✦ **Permiso de Residencia**

Los ciudadanos de la Unión Europea no necesitan un permiso de trabajo o un visado para ir a Inglaterra.

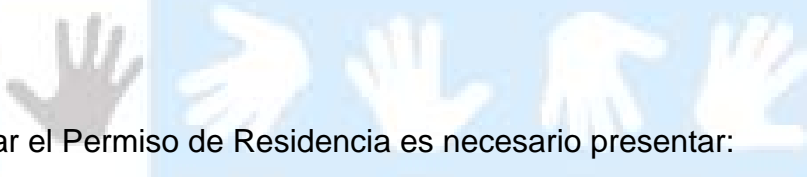
El único trámite que puede imponer la Administración es notificar la presencia en el país. Esto se efectúa, en la mayoría de los casos, de forma automática por medio de un sistema de fichas de entrada de los que disponen los hoteles o a través de declaraciones de los propietarios o empresas gestoras de viviendas en alquiler.

No obstante, para trabajos no temporales mayores a seis meses es necesario solicitar un permiso de residencia. Para ello, se debe disponer del Documento Nacional de Identidad (DNI) español en vigor, además de contactar con los

servicios administrativos locales para solicitar el permiso de residencia y conocer los plazos de entrega de documentos, ya que no existe conexión directa con los de la Unión Europea.

Este permiso se lleva a cabo cumplimentando el formulario de aplicación **ECC1** los seis meses siguientes a la llegada al país en las siguientes direcciones:

Immigration and Nationality Directorate
European Community Group
B6 Division
Block C Whitgraff Centre
Wellesley Road
Croydon
CR9 1AT
Tel: 00 44 (0) 870 241 0645



Para solicitar el Permiso de Residencia es necesario presentar:

- Impreso de solicitud debidamente cumplimentado (EEC1) (Disponible en el Ministerio del Interior *-Home Office-* o en su comisaría de policía local).
- Documento Nacional de Identidad (DNI) o pasaporte en vigor.
- Fotografías tamaño carnet.
- Contrato de trabajo o certificado de empleo (si se trabaja por cuenta ajena).
- Documento acreditativo de la situación laboral, si se trabaja por cuenta propia. Por ejemplo, prueba de pertenencia a un organismo profesional o comercial, identificación fiscal, un número de IVA, inscripción en un registro comercial, etc.

Después de haber permanecido en Inglaterra durante cuatro años como titular de un permiso de residencia, es posible solicitar la residencia permanente. La

legislación en el Reino Unido permite la obtención de este permiso, denominado “*settled status*”.

Para más información consulte: www.ukba.homeoffice.gov.uk

➔ INFORMACIÓN BÁSICA

✦ Contrato de trabajo

La edad mínima exigida para poder firmar un contrato de trabajo es 18 años.

Aunque los contratos pueden ser verbales, tácitos o escritos, se aconseja llevar a cabo esta última fórmula. El contrato debe contener:

- Nombres completos, tanto de la persona o empresa que emplea como del trabajador.
- Fecha de contrato.
- Salario, modo de pago.
- Puesto.
- Jornada laboral.
- Vacaciones.
- Subsidios por enfermedad.
- Periodos de preaviso de finalización del contrato. En general es de una semana si se ha trabajado entre un mes y dos años, y de una semana por año completo de servicio si sobrepasa los dos años, hasta un máximo de 12 años y, por tanto, de 12 semanas.
- Al igual que en España, existen dos tipos de despido:
 1. El procedente (*Fair dismissal*), cuando el empleador puede justificar tu falta de capacidad, faltas de conducta o económica
 2. El Improcedente (*Unfair dismissal*).
- La nómina se paga al final de mes con una transferencia bancaria. En Inglaterra, la norma general es cobrar 12 sueldos (no suele existir la extraordinaria de verano o de Navidades).

- **El sueldo** es el que determina el contrato de trabajo y el convenio colectivo. El convenio colectivo está a disposición de los trabajadores en cada empresa o compañía.
- **La jornada laboral** máxima es de 48 horas por semana.

Más información sobre condiciones del trabajador en:

www.berr.gov.uk

www.acas.org.uk

✦ Impuestos

A todos los trabajadores se les asigna un código que determina las obligaciones fiscales en función de los ingresos.

Las empresas u empleadores deberán facilitar un formulario que se deberá cumplimentar (modelo P46).

Éste se envía a la Administración de Hacienda para regularizar la situación de cada trabajador. Para cada cambio de trabajo, se deberá rellenar el modelo P45, que resume los impuestos pagados por la empresa en la que se termina la labor.

Para mayor información consultar la Web <http://www.hmrc.gov.uk/index.htm>

✦ Cuenta Bancaria

Al llegar a Inglaterra a trabajar se aconseja abrir una cuenta bancaria para poder cobrar la nómina. Los bancos británicos más fuertes son Barclays, HSBC, Halifax, Royal Bank of Scotland (RBS) y Lloyds TSB. Actualmente se pueden realizar transferencias de una cuenta española a una cuenta inglesa o a la inversa, y se pueden ingresar aquí talones británicos.

✦ Alojamiento

Para alquilar un piso hay que pagar una fianza que suele ser de 2 a 4 meses de alquiler a la firma del contrato. Además, el alquiler se paga a principio de mes, es decir por adelantado, por lo que a la firma del contrato habrá que pagar lo equivalente a 3 meses de alquiler como mínimo. En la mayoría de los casos se comparte piso, ya que las rentas en Inglaterra son altas (especialmente en la zona sur este del país). Puede que se solicite una copia del contrato de trabajo como garantía para pagar el alquiler todos los meses.

✦ Salud

Todo ciudadano de la Unión Europea tiene los mismos derechos que cualquier ciudadano británico. Es posible cobrar subsidios y tener acceso a la Seguridad Social.

Solicitud de la *National Insurance Number* (NIN): Este documento otorga los mismos derechos que a cualquier ciudadano británico.

Los requisitos para obtenerlo consisten en ser mayor de 16 años, tener residencia en Inglaterra y estar trabajando.

Para ello es aconsejable acercarse a un *Job Centre*, que equivale al INEM en España, y solicitar información sobre la localización según tu domicilio, del *Department of Social Security* (DSS) o, en su defecto, la oficina de Hacienda (*Tax Office*).

Es necesario llevar el DNI, permiso de residencia, algún contrato de agua, luz o el contrato de alquiler, así como una carta de la empresa o empleador que contenga las especificaciones del trabajo que se desempeñará.

En el Departamento de Seguridad Social (DSS) o en Hacienda (*Tax Office*) se facilita un número temporal de la Seguridad Social que se deberá comunicar obligatoriamente a la organización o empleador.

Una vez obtenida la *National Insurance Number* se debe solicitar la asignación de un médico de cabecera (GP).

Seguros de Salud Privado

También existen los médicos y hospitales privados. Algunas compañías o empresas ofrecen seguros privados de salud a buen precio. Para mayor información, se puede consultar la Web:

<http://www.bupa.co.uk>





A guide for refugee Allied Health Professionals and Healthcare Scientists seeking employment in the UK

Pan London NHS Refugee
Allied Health Professionals Group



Praxis



A guide for refugee Allied Health Professionals and Healthcare Scientists seeking employment in the UK

Pan London NHS Refugee Allied Health Professionals Group

Praxis

Praxis Community Projects, based in east London, was established in 1983 to promote the human rights, social justice and economic empowerment of people displaced by war, conflict, poverty and environmental degradation.

We work with new residents and new communities, mostly in the London region. Some of our activities also have impact and engage with beneficiaries across the UK.

We have 3 delivery projects 1) advice and orientation, 2) community development and 3) workforce development.

We are engaged in a wide range of networks, partnerships and policy development initiatives concerning the NHS, Housing, Community Development, Prisons and Probation, Education and Employment, and Human Rights issues.

Acknowledgements

We would like to acknowledge and thank all members of the Allied Health Professional Steering group past and present for their support in helping to produce this handbook. The group consists of members of the five strategic health authorities of London. We would also like to thank Sandra Applegate, Head Biomedical Scientist in Histopathology, Queen Mary's Hospital, Sidcup, Rachel Tripp, Policy Manager, Health Professions Council, Rachel Boocock, Refugee Recruitment Project Manager, Guy's & St Thomas' Hospital and Malika Zuagane and Piroska Pazowska for agreeing to submit their case studies. This handbook has been produced with funding from the Department of Health.

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Published by Praxis Community Projects

ISBN: 1 872592 01 5

978 1 872592 01 5

Foreword

It is with pleasure that I present this guide for refugee Allied Health Professionals (AHPs) and Healthcare Scientists seeking employment in the UK.

The guide will provide an invaluable resource for qualified Allied Health Professionals and Healthcare Scientists wishing to work within the United Kingdom. It aims to address the needs of this complex group of professionals and provides up-to-date and vital information on areas such as qualification procedures, working for the NHS, registering with UK regulatory bodies and writing a CV.

The case studies provide a useful insight into what some professionals have undertaken in order to begin employment in the Health Service and helps by bringing together information, contained in this booklet, as a useful starting point. The guide will be nationally distributed and will also be available on the ROSE website – www.rose.nhs.uk

This publication would not have been possible without the support of the Department of Health's Refugee Health Professionals Steering Group who have funded the guide. This group is committed to helping refugee professionals find employment and have so far distributed £2 million pounds over 4 years to projects across England, that work with refugee Healthcare Professionals.

Finally, as Chairman of Central Manchester and Manchester Children's University Hospitals NHS Trust - one of the largest teaching Trusts within the UK - I understand the importance of support and the difference that accessible and comprehensible information can make to peoples lives. That is why I am committed to this worthwhile project.



Peter W Mount

Chairman Central Manchester and Manchester
Children's University Hospitals,
NHS Trust, Chairman NHS Confederation

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1 Introduction

This booklet is intended as a guide for refugee and overseas qualified Allied Health Professionals and Healthcare Scientists who are planning to enter the labour market in the United Kingdom (this includes Northern Ireland, Scotland and Wales).

It informs the reader of the many different professions that belong under the umbrella term of Allied Health Professionals and Healthcare Scientists and it specifically details those that are registered by the *Health Professions Council*, the regulatory body for many of them.

This booklet also informs the reader of the following:

- Pathways refugees can take to register with the Health Professions Council
- What to expect working in the National Health Service (NHS)
- An outline of the academic levels which are required for the different professional levels

The sections on employment focus on the NHS as the principle employer. The NHS is the largest employer of Allied Health Professionals and Healthcare Scientists in the UK.

The guide is most effective if used in collaboration with the Internet as there are many references to relevant websites.

While refugees are the intended target audience, employment advisers and human resources staff can also benefit.



Sara Zmertych

Sara Zmertych was born in London in 1971. She has a BSc in Psychology and Linguistics from Roehampton Institute, University of Surrey. Previously she worked in the legal team of the Refugee Council and for the past three years for Praxis as an Education & Employment Adviser. She coordinated the first course for qualified refugee Allied Health Professionals / Health Care Scientists in the UK, funded by the Department of Health Refugee Health Professionals Steering Group.

2 Are you an Allied Health Professional or a Healthcare Scientist?

In the UK there are a wide range of professions that belong to these two groups. You will need to check whether your profession is included.

Allied Health Professions are:

Arts Therapy / Drama Therapy / Music Therapy

Roles: art therapist, drama therapist and music therapist

Arts therapists use music, art or drama as a therapeutic intervention to help people with physical, mental, social and emotional difficulties.

Chiropody or Podiatry

Roles: chiropodists, podiatrists, podiatry assistant

Chiropodists (or podiatrists) specialise in keeping feet in a healthy condition. They play a particularly important role in helping older people to stay mobile and, therefore, independent.

Podiatry assistants give some aspects of foot care (such as cutting toe nails and applying dressings) to patients who have already been assessed by the podiatrist. This is not currently a route to becoming a qualified podiatrist (sometimes known as a chiropodist).

Dietetics

Roles: dietician, dietetic assistant

Dieticians translate the science of nutrition into practical information about food. They work with people to promote nutritional well-being, prevent food-related problems and treat disease.

Dietetic assistants support the work of a qualified dietician and are supervised by them. This is not currently a route to becoming a qualified dietician.

Orthoptics

Roles: Orthoptist

Orthoptists assess and manage a range of eye problems, mainly those

affecting the way the eyes move, such as squinting (strabismus) and lazy eye (amblyopia),

Occupational Therapy

Roles: occupational therapist, occupational therapy assistant, occupational therapy support worker, rehabilitation assistant, technical instructor

Occupational Therapists help people to overcome physical, psychological or social problems arising from illness or disability by concentrating on what they are able to achieve, rather than on their disabilities.

Assistants, support workers, technical instructors and rehabilitation assistants are alternative job titles for those who assist qualified occupational therapists. This can sometimes be a route to an in-service degree course leading to qualification as an occupational therapist.

Paramedics

Roles: paramedic, ambulance care assistant, ambulance technician

Paramedics are the senior members of accident and emergency ambulance crews, trained in all aspects of pre-hospital emergency care and in emergency driving.

Ambulance technicians assist paramedics in accident and emergency work. They can go on to qualify as paramedics.

Ambulance care assistant transport non-emergency patients to and from hospital. They can go on to qualify as ambulance technicians and then paramedics. Some ambulance services only recruit potential paramedics and ambulance technicians via this route.

Physiotherapy

Roles: physiotherapist, physiotherapy assistant

Physiotherapists treat the physical problems caused by accidents, illness and ageing, particularly those affecting the muscles, bones, heart, circulation and lungs.

Physiotherapy assistants help with tasks such as preparing patients for treatment, showing patients how to use mobility aids or working on exercises with them. This can sometimes be a route to an in-service degree course leading to qualification as a physiotherapist.

Prosthetics and Orthotics

Roles: prosthetist, orthotist, limited orthotic practitioner

Prosthetists design and fit artificial replacements - or prostheses - for upper and lower limbs. Prosthetists design and fit the best possible artificial replacements for patients who have lost, or were born without, a limb.

Orthotists provide braces, splints and special footwear to help patients with movement difficulties, and to relieve discomfort.

Limited orthotic practitioners hold a qualification from the British Association of Prosthetists and Orthotists that allows them to practice in a limited area, such as fitting breast prostheses.

Psychology

Roles: clinical psychologist, health psychologist, counselling psychologist, forensic psychologist, assistant psychologist

Psychologists bring psychological theory and practice to bear on solving problems or bringing about improvements for individuals, groups and organisations. The NHS employs psychologists in four main specialisms: clinical work, counselling, forensic work and health psychology.

Clinical psychologists aim to reduce psychological distress and to enhance and promote psychological well-being. They work with people with mental or physical health problems, which might include anxiety and depression, serious and enduring mental illness, adjustment to physical illness, neurological disorders, addictive behaviours, childhood behaviour disorders, or personal and family relationships. They work with people throughout the life-span and with those with learning disabilities.

Health psychology is a new and rapidly evolving area, and can be defined as the practice and application of psychological methods to the study of behaviour relevant to health, illness and healthcare.

Counselling psychologists apply psychology to working collaboratively with people across a diverse range of human problems. These include helping people manage difficult life events such as bereavement, past and present relationships and working with mental health issues and disorders.

Forensic psychology is one of the fastest growing areas of employment of psychology graduates. Forensic psychologists deal with the application of

psychology in the criminal and civil justice field. They can work for academic institutions, prison services, the NHS, probation services, police services and Social Services.

Assistant psychologists assist psychologists with the day-to-day work.

Psychologists register with the British Psychological Society. The website is www.bps.org.uk

Psychotherapy

Roles: child psychotherapist, adult psychotherapist, psychotherapy assistant

Psychotherapists use a psychological approach in treating adults and children for a wide range of mental and physical difficulties. There are a number of different approaches, including psychoanalysis. The NHS has designated posts for child psychotherapists only.

Child and adolescents psychotherapists will usually work as a member of a team consisting of psychiatrists, social workers, psychologists, family therapists and community psychiatric nurses within these environments.

Psychotherapists register with the British Confederation of Psychotherapists.

The website is www.bcp.org.uk

Radiography

Roles: diagnostic radiographer, therapeutic radiographer, radiographer assistant, imaging support workers

Radiographers are involved in the planning and delivery of ionising radiation treatment and in the examination of patients by means of x-rays, which are interpreted to aid the identification of illness and disease.

Diagnostic radiographers work mainly within the radiology and imaging departments of hospitals (NHS trusts or private sector) but may also work in surgeries / clinics.

The therapeutic radiographer works closely with doctors, nurses, physicists and other members of the oncology team to treat patients with cancer.

Radiographer assistants and imaging support workers assist qualified diagnostic and therapeutic radiographers. They process films and assist

patients. There is a relevant NVQ, but this is not at present an entry route to qualification as a radiographer.

Speech and Language Therapy

Roles: speech and language therapist, speech and language therapy assistant

Speech and language therapists work with people who have problems with communication, including speech defects or with chewing or swallowing.

Speech and language therapy assistants work with qualified staff. An NVQ in Care at level 3 is available. Currently this is not a route to qualification as a speech and language therapist, but part-time, in-service degree courses are being planned.¹

Healthcare Science Professions:

Life Sciences

Life Sciences cover three areas:

1. Pathology

Healthcare Scientists working in pathology laboratories are involved in diagnosing illnesses. They investigate the causes and development of illnesses and assess the effectiveness of the treatments used by doctors. They perform tests on tissues, blood and other bodily samples.

2. Genetics

Healthcare Scientists in this area specialise in analysing and understanding the genetic components of illnesses.

3. Embryology

This is one of the fastest growing areas within healthcare science. Scientists are concerned with the formation of the embryo and with providing other solutions to infertility.

Healthcare Scientists working in life sciences and pathology work in hospital laboratories, the community or other agencies, such as the National Blood Service or the Health Protection Agency.

1. Information in the above sections has been taken from the NHS Carers website www.nhscareers.nhs.uk and the NHS Careers publication, 'Allied professions in the NHS'. Crown copyright material is reproduced with the permission of the Controller of HMSO and the Queen's Printer for Scotland.

Life Science disciplines include:

- Anatomical Pathology
- Blood Transfusion
- Clinical Biochemistry
- Clinical Cytogenetics
- Clinical Embryology
- Clinical Immunology
- Cytopathology, including Cervical Cytology
- Electron Microscopy
- External Quality Assurance
- Haematology
- Haemostasis & Thrombosis
- Histocompatibility & Immunogenetics
- Histopathology
- Molecular Genetics
- Microbiology
- Phlebotomy
- Tissue Banking
- Toxicology

Physiological Sciences

Healthcare Scientists in this field are responsible for analysing and diagnosing abnormalities found in the organs. They have direct contact with patients and use specialist equipment to investigate the functioning of the body and to provide treatment. They are mostly based within hospital clinics as part of the medical or surgical teams. Some will work in the community visiting patients at home or in school.

Physiological Science disciplines include:

- Audiology
- Autonomic neurovascular function
- Cardiology
- Clinical Perfusion
- Critical Care Technology
- Gastrointestinal Physiology
- Hearing Therapy
- Neurophysiology
- Ophthalmic Science

- Respiratory Physiology
- Sleep Physiology
- Urodynamics
- Vascular Technology
- Vision Science

Physics and Engineering

Healthcare Scientists in this area will study new ways of diagnosing, monitoring and treating illnesses. They can be involved in developing techniques such as radioactivity and magnetic resonance which are ways to monitor and record illnesses. They also check that equipment is functioning correctly.

Physics and Engineering disciplines include:

- Biomechanical Engineering
- Clinical Measurement
- Equipment Management
- Information Technology and Management
- Medical Electronics and Instrumentation
- Medical Engineering Design
- Maxillofacial Prosthetists & Technologists
- Medical Illustration
- Rehabilitation Engineering
- Diagnostic Radiology
- Nuclear Medicine
- Radiation Protection and Monitoring
- Radiotherapy Physics
- Renal Science and Technology
- Ultrasound and Non-Ionising Radiation

Information is available at www.fedhcs.net

3 Allied Health Professionals and Healthcare Scientists registered by the Health Professions Council

3.1 Health Professions Council

The Health Professions Council (HPC) is the UK regulatory body for a group of thirteen Allied Health Professions (AHP) and Healthcare Science (HCS) professions. The list of professions can be viewed in section 3.2 and 3.3. As a regulator, the main objective is 'to safeguard the health and well-being of persons using or needing the services of registrants'.

In order to register with the HPC, you will need to show that you meet the required standards. If you become registered, you will be entitled to use the protected professional title for your profession. As the titles are protected, it is illegal for anyone to use the title unless they are registered with the HPC. The HPC does not regulate assistants or support workers, so if you are a radiographer, you must register with the HPC. Radiography assistants do not need to register

The website is www.hpc-uk.org

Each profession will also have their own professional body. The professional bodies promote and develop the professions and provide support and advice to members. They are independent bodies which means that the levels of support may vary. (See Appendix 1 for the full list of professional bodies).

Those professions that are listed below are required to register with the Health Professions Council. The HPC is an evolving organisation. At the time of going to press there are 13 professions that are registered. More are to be added at a later date.

3.2 Allied Health Professions that are registered by the Health Professions Council

- Art Therapists
- Chiropodists / Podiatrists
- Dieticians
- Occupational Therapists

- Operating Department Practitioners
- Orthoptists
- Paramedics
- Physiotherapists
- Prosthetists / Orthotists
- Radiographers
- Speech and Language Therapists

3.3 Healthcare Science Professions that are registered by the Health Professions Council

- Biomedical Scientists / Medical Laboratory Technicians
- Clinical Scientists

The disciplines for Biomedical Scientists are:

- Clinical Chemistry
- Haematology & Hospital Transfusion Service
- Immunology
- Cellular Pathology – Histopathology
- Cellular Pathology – Cytology
- Microbiology – Bacteriology
- Microbiology – Virology
- Histocompatibility & Immunogenetics
- Blood Transfusion Science and Good Manufacturing Practice

The disciplines for Clinical Scientists are:

- Audiology
- Clinical Biochemistry
- Clinical Genetics
- Clinical Immunology
- Clinical Microbiology
- Clinical Physiology
- Embryology
- Haematology
- Histocompatibility and Immunogenetics
- Medical Physics and Clinical Engineering

4 Roles of Allied Health Professionals and Healthcare Scientists in the UK

Allied Health Professionals

Allied Health Professionals work both as single, independent practitioners (unless they are assistants in which case they function as support staff) and as part of a multidisciplinary team. An example of multidisciplinary team working could be a physiotherapist who consults with the patient's doctor, nurse, social worker and family to establish and implement a care plan. The physiotherapist will need to have good interpersonal and communication skills. The working environment will not necessarily be a hospital. It may be a residential care home, family home or a community clinic. Therefore, the physiotherapist needs to be flexible and adapt to changing environments and circumstances. The NHS encourages a patient-centred approach which means that a care plan is agreed and developed with the patient and his/her family and the patient is kept informed throughout the process. Patients must also be treated holistically which means that the social as well as healthcare needs of the patient are addressed.

4.1 Case Study 1 Malika Zuagane

Malika Zaghoulane is a trained Orthotist technician from Algeria. When she came to the UK she found it very difficult to find work because she had not trained in the UK. Initially, she worked as a sales assistant in a special footwear shop and as an assistant in a nursery school.

Malika had a very positive attitude and was determined to re-enter her field and work in a hospital. She attended English courses to improve her language skills. She also joined the Society of Chiropodists and Podiatrists (SCP) as an affiliate member and the British Association of Prosthetists and Orthotists (BAPO). These contacts meant that she could attend group meetings and talks in which she learnt about various training courses, such as the NVQ 1 'Footcare in the social setting'. Malika also attended a NHS Information Day in London where she met people with similar difficulties as her. With some assistance from her Employment Adviser at a refugee community organisation she was successful in gaining a job as a Podiatry technician at Westminster Primary Care Trust in London.

'In the beginning my job involved working in the reception area booking appointments for clients and make referrals to see the Podiatrist. Later, I began to work in two clinics seeing a caseload of five patients in the morning and five in the afternoon.'

Typical work involved taking templates of feet and making orthotic appliances (such as insoles), prescribing sample insoles and providing nail care for elderly patients.

'The NHS made me feel very welcome. When I first started my job I was offered a two-week induction programme which I attended with other employees. We learnt about NHS policies and about the primary care trust to which we belonged. I had the opportunity to meet the chairman, all of the HR staff, the managers and representatives from UNISON- the trade union for public sector workers. I felt part of a bigger group and it helped me to position myself and orientate myself to the organisation.'

At the same time as working in the clinics, Malika was attending an Association of Chief Chiropodists' (ACCO) training programme one day a week from September 2004 - July 2005. The types of topics covered were: pathology, pharmacology, microbiology, anatomy and physiology, as well as more general topics such as communication skills, Healthcare policies, First Aid treatments and Health and Safety procedures.

'I enjoy the variety of studying and working. It is very busy and enjoyable.'

Often Malika needs to attend conferences and away days with her colleagues.

'I also have a lot of emails that I need to read and catch up with.'

One morning a week is spent in the classroom with the rest of the day spent studying independently and preparing the relevant paper work. There is a Student Support Adviser employed by the Trust to support students like Malika with her studies and with completing the witness statements that are required for each practical case study she does. As well as the Association of Chief Chiropodists' ACCO training, Malika has been completing her NVQ 3 in Care. She has been attending an evening class once a week and now needs to work on her portfolio. The Strategic Health Authority offered the training, Thames Valley University delivered the training and her employer paid for it.



Malika Zuagane

Malika's ambition for the future is to specialise as a Podiatrist working in the areas of biomechanics and musculoskeletal positioning. This would involve working closely with Physiotherapists or Physiotherapy assistants. Alternatively, she would like to do the two year Foundation degree in Podiatry.

Healthcare Scientists

Healthcare Scientists are responsible for the prevention, diagnosis and treatment of illnesses. Often the outcome of a patient's treatment is dependent on the Healthcare Scientist. For example, a doctor may think that a patient is anaemic but until the Biomedical Scientist analyses the patient's blood they will not know for sure. Some Healthcare Scientists have direct access to the patient, such as Audiologists and Cardiographers. The nature of the work also means that, like AHPs, they will be familiar with a multidisciplinary working environment.

4.2 Case Study 2

Piroska Pazowska

Piroska Pazowska is twenty-seven years old. She trained for four years as a medical laboratory technician in a medical high school in Macedonia before leaving her country and coming to the United Kingdom. Her ambition was to develop a career as a scientist, specialising in pathology. An assessment from the National Academic Recognition Information Centre for the United Kingdom (NARIC) had concluded that her training was equivalent to a BTEC National certificate. This was adequate training for the role of a Medical Laboratory Assistant, but Piroska felt she needed to gain confidence and an insight into the laboratory work of the UK before applying for paid positions. She also wanted to explore what options were open to her within the field of Biomedical Science, and in particular pathology. Previously, her experience had been restricted to microbiology.

Piroska also needed some means of supporting herself. She decided to attend a two week course to train as a Healthcare Assistant (HCA). On successful completion of the course, she obtained a job in a private nursing home in South East London.

'It was exhausting work and it was sad but I felt quite happy at the time. I worked as part of a team and I was seeing how the healthcare system



Piroska Pazowska

worked. I had heard the expression about 'getting your foot in the door', so I thought I'd give it a go'.

While working as a healthcare assistant, Piroska learnt about NHS Careers, the telephone advisory service which gives information about careers in the NHS.² She rang and asked about the possibility of undertaking voluntary work within a Biomedical Science laboratory. The adviser she spoke to was very helpful. She was told that the adviser knew some managers within different hospitals whom she would email on Piroska's behalf.

Within a couple of days a senior manager from Queen Mary's Sidcup NHS Trust called Piroska and invited her to attend the hospital. Piroska went along taking her translated degree certificate and her syllabus. The two of them had a good discussion regarding her training and past work experiences and she was given a tour of the laboratory. The manager said she would need to speak with the Human Resources department to enquire about taking her on as a volunteer. Four days later, she rang Piroska to say that she could start as a volunteer as soon as possible doing two days a week, 8.30-5pm. Piroska arranged with the nursing home to have the days off so that she could attend the hospital.

Initially she started working in the Cytology department. After two months, a vacancy arose for which she applied. Piroska knew that she stood a good chance of getting the post as she was a very reliable employee; she was never late and she was passionate about the work.

'I was working properly; I wasn't chatting or having tea breaks. I was really working hard'.

Her interview went very well and she was offered the job. The post was a one year contract doing part time work of two and half days a week.

Piroska's manager knew that she was also interested in learning about the other areas of pathology, such as Biochemistry, Haematology, Microbiology, Histology and Cytology. She therefore arranged for Piroska to spend a further one and a half days as a volunteer in the MLA bank and one day in Phlebotomy. The work in the bank involved receiving specimens in the central reception area and observing the various procedures undertaken within the haematology and chemistry section. Then one of the MLAs in

2. www.nhscarers.nhs.uk Tel: 0845 6060655

Histology retired and a vacancy arose. Piroska was encouraged to apply for the position as it would allow her to develop her skills and knowledge.

In the interview, she remembers being asked what her career ambition would be for the next five years. She was open and said that her ambition was to register as a Biomedical Scientist with the Health Professions Council. The managers were pleased with her performance in the interview and offered her the post saying that they would inform her of any future trainee positions.

Piroska says that she owes a lot of her success to the fact that she took the initiative and showed real determination and enthusiasm to do voluntary work. At one point she was working seven days a week, undertaking more paid work as a HCA in order to support herself.

'In the beginning, I really sacrificed my social life for my work. It was hard but it was worth it. The advantage of doing voluntary work is that it will help you to refresh old knowledge and it will allow you to learn some new procedures which you may not have done before, such as using the latest equipment'.

Piroska says that throughout her time as a volunteer she was closely supervised. In the beginning, she was not allowed to touch anything and gradually as her experience and confidence improved she was allowed to take on responsibilities, starting with small tasks which had been previously shown to her and then more complex ones, but always under close supervision.

In March 2005 a trainee post came up within the cytology department for which Piroska applied. She has been interviewed and is awaiting the results. She is also waiting to hear from the Home Office to see whether they will grant her indefinite leave to remain.

5 The National Health Service (NHS)

The largest employer of AHPs and HCS in the UK is the NHS. In fact, it is the largest employer in Europe and the third largest employer in the world after the Indian State Railways service and the Chinese army. It is therefore important to understand its structure.

6 Structure of the NHS

See *diagram on opposite page*. For further information visit www.dh.gov.uk or www.rose.nhs.uk

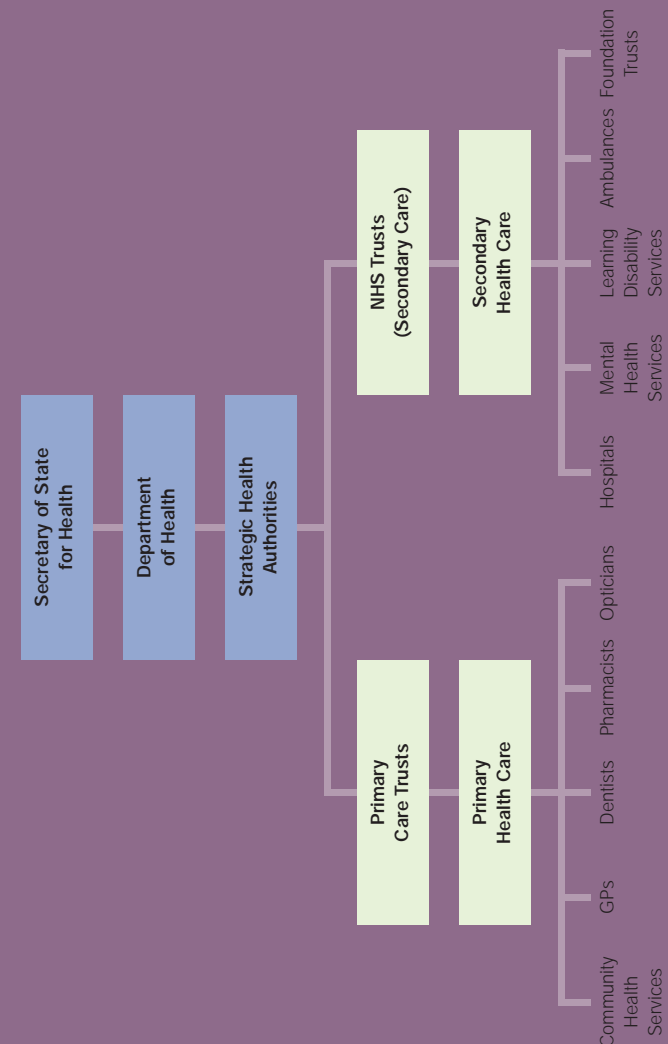
7 NHS Employment

The National Health Service offers opportunities for its staff to engage in a process of *continuing professional development*. This means that opportunities exist to attend in-house or external training programmes to enhance your skills as well as your levels of responsibilities. For example, an Occupational Therapy Technician could proceed to a Senior Occupational Therapist after several years of training and employment with the NHS. This is known as the *skills escalator* which allows the employee to continually enhance their career by proceeding to higher levels of specialisation, authority and pay.

8 The Qualification Procedures in the UK for Entry into AHP and HCS Roles

Most AHP and HCS professions require you to hold a degree from a recognised University or Higher Education Institute. Degrees in the UK generally last three years. Some will last four because they offer a 'sandwich year' a year undertaken in a work setting. On completion of the degree, you are awarded a BSc (a Bachelor of Science) or a BA (a Bachelor of Arts).

AHPs and HCSs enter the career framework at level 5.



9 A career framework for the NHS

See diagram on opposite page.

2 Support Workers

National Vocational level 2.

This level of study can be undertaken by a student aged 16. It can also be taken by an adult, post 18, at an Institute of Further Education. NVQs are used for teaching practical subjects and assessment is by portfolio. They are valid for one year. If you are receiving benefits the courses are offered for free. To find further information on NVQs visit www.learnirect.co.uk, www.hotcourses.co.uk, www.ukcoursefinder.com or see a careers adviser.

3 Senior Healthcare Assistants / Technicians

National Vocational qualification level 3.

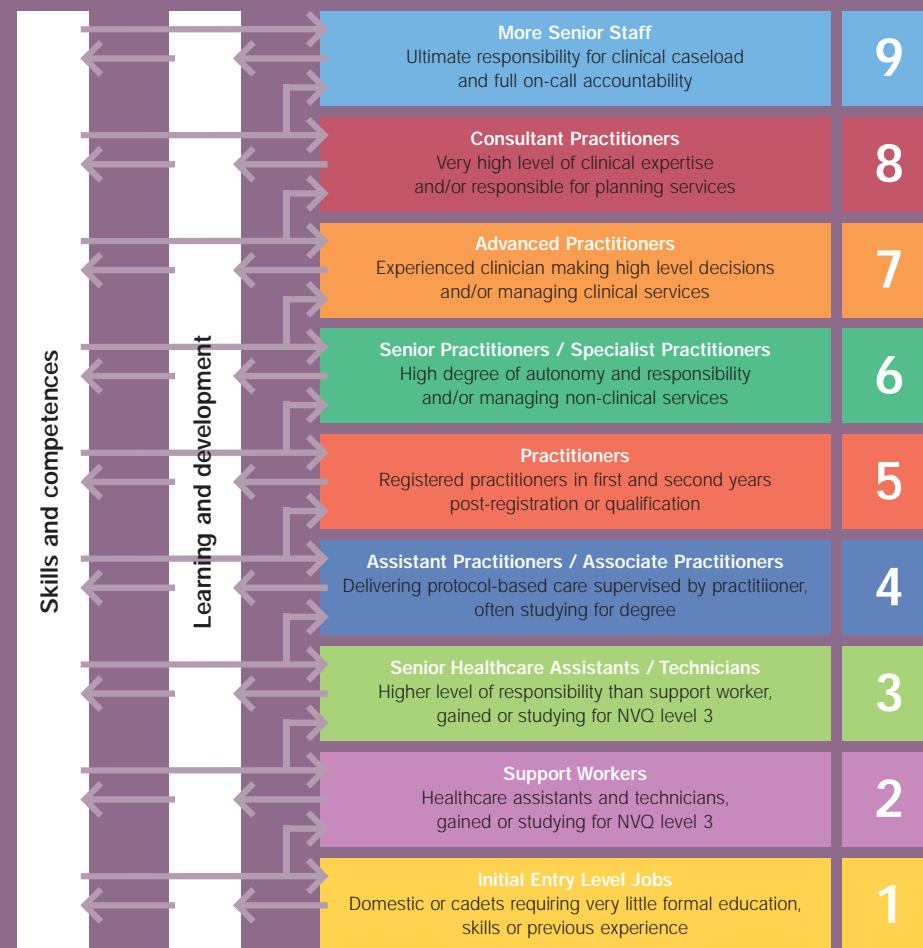
This is higher than a National Vocational level 2 and you may have practical opportunities to follow your professional career. At level 4 you would be attending a place of employment while studying, or you would be studying without working. There may be an opportunity for APL/APEL*.

4 Assistant Practitioners / Associate Practitioners

Foundation Degree

This is a new qualification that lasts two years and combines academic study with work-based learning. There is a Foundation degree in Allied Health. The course involves the teaching of several different AHP professions, for example Diagnostic Radiography, Occupational Therapy, Physiotherapy and Podiatry. There are shared academic studies followed by generic placements in a range of health and social care settings such as hospitals, residential care homes, GP surgeries. There are other Foundation degrees, such as a Foundation Degree in Rehabilitation, Foundation Degree in Health and Social Care, Foundation Degree in Radiography.

On completion of a Foundation degree, students can progress to a full honours degree programme to specialise in a preferred area. This takes a further two years if studied part-time. Employees are also encouraged to undertake them as a part of their 'continuing professional development'. For more information visit <http://www.foundationdegree.org.uk>



Alternatively, you can take a BTEC National Course. The course lasts for two years and can lead onto higher education. These are studied at the age of 16 or taken by an adult post 18 at an institute of further education. There are also Higher National Diplomas.

Information on courses can be found at www.aimhigher.ac.uk/courses

At level 5-9 you will be fully registered.

5 Practitioners

Post registration / professional qualifications – A practitioner's first job after qualifying in a professional career.

Study at this level would be postgraduate professional courses, ranging from a one day study programme in diabetic wound care, to a Masters degree in Sports Medicine or Health Management.

6/7/8/9 Senior / Advanced / Consultant Practitioners & Senior Staff

At this level you would be expected to be studying at a Masters or a PHD level. The type of work experience you have is also relevant.

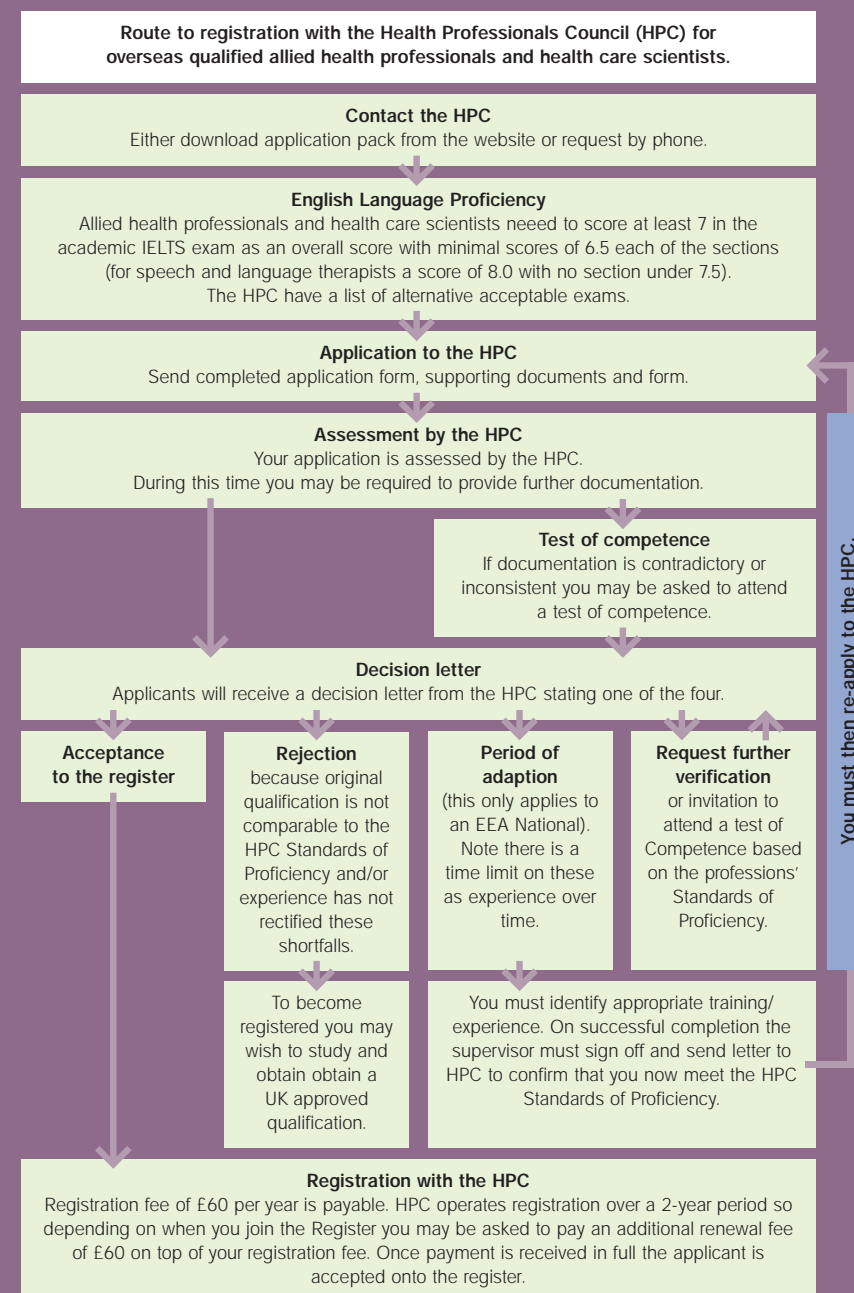
**Assessment of Prior Learning or Assessment of Prior Experiential Learning*

Assessment of Prior Learning (APL) or Assessment of Prior Experiential Learning (APEL) are methods for assessing existing knowledge and skills. Each educational establishment have their own process for doing this and you must contact the designated tutor or subject tutor for an interview.

APL is a process by which you receive recognition of your prior learning with an educational organisation (either in this country or your own) and may be permitted to join a degree programme. You will need to show evidence of your studies. A portfolio is the most suitable way to demonstrate this evidence. You will be assigned a mark or credits by way of recognition. APEL is the same process applied to your experience or non-certified acquisition of relevant skills and knowledge.

10 The Process of Registration

See diagram on opposite page.



10.1 Contacting the HPC

You will need to visit the HPC website www.hpc-uk.org/apply/international or call the International Department. See Appendix 2 for full contact details of the HPC.

10.2 English Language Proficiency

If English is not your first language, you will be expected to prove your proficiency in the English language by undertaking an English Language test. The following tests are accepted by the HPC:

- The Cambridge ESOL
- Cambridge International Examinations: 1st language or 2nd language version
- International English Language Testing System (IELTS)
- Hong Kong Examinations and Assessment Authority (HKEAA)
- Test of English as a Foreign Language (TOEFL) paper or electronic test
- Test of English for International Communication (TOEIC)

You will need to visit www.hpc-uk.org/apply/international/requirements/ for further information on the required grades.

It is advisable for you to discuss with your English language tutor which is the most appropriate English language test for you. Information about English classes can be obtained by contacting Learn Direct: 0800 100 900 or visiting www.learn-direct-advice.co.uk

Once you have successfully passed the examination, you will need to check the length of the validity of the exam certificate as some expire after a certain period.

10.3 Application to the HPC

You will need to download all the information from the HPC website regarding applying as an international candidate - www.hpcuk.org/apply/international. The Rose website also provides guidance notes to help you - www.rose.nhs.uk It is essential that you read and understand the standards of proficiency for your particular profession.

Completing the application form is very much like completing a job application in which you must demonstrate how you meet each of the requirements on the job specification giving detailed examples.

Here is an example:

Standards of Proficiency Chiropodists and Podiatrists

Expectations of a health professional

1a: Professional autonomy and accountability

1a.8 understand the need for career-long self-directed learning

I have followed the department's / trust's / HPC's guidance concerning continuing professional development. I have attended in-house and external training that was identified within my appraisal, and that I wanted to undertake for my future career development. I have maintained my professional portfolio, which includes reflections on learning objectives, and clinical / career achievements.

The Skills required for the application of Practice

2a: Identification and assessment of health and social care needs

2a.2 be able to use appropriate assessment techniques

Diabetic new patient assessment.

- At this assessment I recorded in the patient's notes the patient's medical history.
- Conducted an examination of the feet. Noted foot abnormalities in its structure (for example Hallux valgus) and assessed skin integrity by looking for signs of skin overloading which may have resulted in the development of corns / calluses / wounds.

I performed the following diabetic foot assessments:

- Vascular assessment: used a hand-held Doppler to record ankle / brachial pressures, checked foot temperature, digital refilling time, foot pulses and skin colouration.
- Neurological assessment: I assessed light touch and pressure sensitivity with neuro-filaments, and vibration sensation with a tuning fork.
- Provided appropriate educational advice.

There were signs of a significant abnormality which I acted upon. I felt that the diabetes represented a high risk. I therefore informed the patient that they needed to be seen on a regular basis for further appropriate treatment. I also referred them to the hospital diabetic team.

10.4 Assessment by the HPC

Your application will be assessed by two assessors who will be registered professionals from the relevant part of the Register. They will be assessing you on your ability to meet the standards. They will look at your education, and then, if necessary, at your training and experience to see whether they meet the standards of proficiency. They will also consider any recent training or work experience (paid or unpaid) which you may have undertaken in the UK.

Incomplete documents will be returned to you. Completed applications will be given a reference number and a letter of acknowledgement.

If you do not have the appropriate documents with you, include your Home Office documents and a covering letter explaining the reasons why the papers are absent and use alternative documents, such as a portfolio or a professional diary. Include as much evidence as possible to show your professional competence.

10.5 Decision Letter Interpreting the Assessors' Recommendation

It is very important that you seek guidance to help you interpret the results of the assessment. Contact a refugee organisation or the refugee lead from the Strategic Health Authority that covers the area where you live.

i) Accepted

The assessors have recommended that you should be registered with the HPC. You therefore need to pay your registration fees and then subsequently every two years. Your name will appear on the online register and you will be sent a certificate. You then need to keep the HPC informed of any changes to your contact details, and renew your registration every two years by paying your fees and signing the renewal notice.

As a practising professional you will need to maintain the standard of

competence by completing continuing professional development while you are in employment. You can become a member of the professional body for your profession. This will help you to keep up-to-date with developments in your field, enrol for training programmes and read professional journals.

ii) Rejected

The assessors have recommended that you should not be registered as you do not meet the Standards of Proficiency. Your letter will tell you the areas where you did not meet the standards and why. You will therefore need to gain more training or experience to address these areas, and re-apply again later if you wish.

iii) Period of Adaptation / Supervised Practice

If you are a citizen of an EEA state and you are registered in your profession in the EEA then you may be offered a period of adaptation. This is a period during which you can make up any shortfalls in your ability to meet the Standards of Proficiency. The shortfalls will have been described on the record of assessment as minimal or medium.

It is your responsibility to arrange the adaptation. You may wish to contact the Strategic Health Authority which is local to the area where you live and ask to speak to the Return to Practice Co-ordinator for overseas nationals and enquire whether they can offer you a clinical placement. See Appendix 3 for Strategic Health Authority contact details. Currently there are no recognised adaptation courses.

iv) What to Expect from a Period of Adaptation

- You should agree a learning contract with your supervisor.
- You should receive regular supervision.
- You will be expected to keep records / logbook.

It is normal practice for a healthcare professional participating in a period of adaptation to be paid at a care assistant grade. You should not expect to work as an unpaid volunteer.

At the end of your period of adaptation your supervisor will officially verify whether you successfully meet the standards of proficiency by looking at your portfolio. It will be your responsibility to re-apply to the HPC with this new information in the usual manner by completing the application form and paying the scrutiny or application fee again.

v) Further Verification

In some cases, the assessors will not be able to assess your application form because there is a lack of evidence. They may write to you asking for additional information. There is usually a time limit set for returning this information to them. Alternatively they may ask you to attend a Test of Competence which is based on the standards. The test may be an oral test (typically of 45 minutes), or it may be a practical. Further details will be in your letter. The purpose of the test is to see whether the shortfalls that have been identified can be met.

10.6 Right of Appeal

You can appeal against a decision you think is unfair. You must do this within 28 days. You need to tell the HPC why you are appealing by giving a 'concise statement of the grounds of appeal'. Your appeal may then be considered by a panel who will look again at your application and the assessment decision, and will decide whether to recommend that you should be registered.

If the original decision is upheld then one option for gaining the appropriate training may be to enrol for an UK degree programme. To see the approved list of courses visit www.hpc-uk.org/apply/uk You will need to check with the University whether you can enter the APL/APEL procedure to be admitted onto the course. You will need to discuss this with the Head of Department or Course Admissions Tutor at the university. If you are unsure whether this applies to you contact an Education / Employment Adviser. See the Rose website for an advice centre in your area. www.rose.nhs.uk Alternatively you may decide to apply for an assistant post.

11 Other Options - Assistant / Technician Level

If you have not been able to gain registration with the HPC you may choose to work at the assistant / technician level. While working at this level you may be able to do further training, part time study or day release to reach the appropriate level for HPC registration, or you may choose to remain at the level that the role demands.

12 Alternative Roles in Allied Health

The following is a selection of careers available in the NHS within the fields of Allied Health professions and Healthcare Scientists. These roles do not currently need registration. However, some may need a specific degree and some of the careers are in the process of becoming a protected title.

We have aimed to match jobs to where they sit on the careers framework. However this should only be taken as a guide as there is a great deal of change taking place in the NHS. These roles may also vary between trusts.

For further information visit www.nhscareers.nhs.uk or www.rose.nhs.uk

- Ambulance Care Assistant (level 2) [colour coded to match 9 point plan]
- Ambulance Technicians (level 3)
- Chiropody / Podiatry Assistants (level 2-4)
- Dietetic Assistant (level 2-4)
- Imaging Support Worker (level 2-4)
- Limited Orthotic Practitioner (level 2 and 3)
- Occupational Therapy Support Worker (level 2-4)
- Physiotherapy Support Worker (level 2-4), technician (level 2-4)
- Radiotherapy Assistant (level 2-4)
- Rehabilitation Assistants / Therapy Assistant / Care Assistant (level 2-4)
- Speech and Language Therapy Assistants (level 4)
- Technical Instructor (Level 3-4) Generally this is a higher level than a support worker

13 Alternative Roles in Healthcare Science

- Anatomical Pathology Technician / Assistant (Level 2 and 3)
- Cardiac Physiologists (level 4) plus in-service degree
- Cardiographer (level 2 & 3) entry GCSEs
- Clinical Perfusionist (level 4+) in-service degree
- Critical Care Technologist (level 4)
- Cytoscreener (level 2-4) entry GCSEs
- Gastrointestinal Physiologist (level 4+) In-service degree
- Gastroenterology Technician (level 2 and 3)
- Hearing Therapist (level 5)
- Medical Illustrator (level 4+) HND needed, in-service degree
- Medical Laboratory Assistant (level 1 and 2)
- Medical Physics Technician (level 3 and 4)
- Medical Technologists and Assistant Technical (level 1-4) in-service training
- Neurophysiology Technician (level 4) entry with A levels. (level 5) entry with degree
- Pharmacy Technician (level 3,4,5 and 6) level 3 entry with GCSEs
- Pharmacy Assistant (level 2)
- Phlebotomist (level 1+)
Phlebotomists can progress to be a team leader / department manager
- Rehabilitation Engineers (level 4)
- Respiratory Physiology Technician (level 2 and 3)

14 Employment.

14.1 Curriculum Vitae - CVs

CV is Latin for 'Curriculum Vitae' The literal translation of this is: 'the course of one's life'.

The usual way of applying for jobs involves completing job applications, but sometimes CVs are required. Never send a CV if you have been instructed not to.

Besides sending a CV to an organisation when this is the chosen selection method, you can also use the CV to apply speculatively to a potential employer. In this case, you are not applying for a specific post which you

have seen advertised, you are advertising yourself to an organisation which you have identified as a suitable employer for your given career aspirations. Speculative CVs must always be accompanied with a good covering letter.

Another function of a CV is to aid you when you complete application forms because it provides you with a written catalogue documenting your education and employment history. You should always complete the application form in full. You should not write 'see CV'. Your CV can be submitted with your application form.

There are many different views on what needs to be included in a CV and the type of presentation.

There are some essential pieces of information you must include, such as:

- Personal details
- Education / Qualifications
- Employment / Key Responsibilities / Skills
- Additional Information / Achievements
- Referees

i) Personal Details

This section includes your name, address and telephone number. It is also advisable to include your mobile number and email address if you have them. It is not necessary to add your age, marital status, children or nationality. Nor do you need to state that you have a work permit.

ii) Education / Qualifications

Include:

- A list of your qualifications with details of the dates, subjects taken and level.
- Non employment related qualifications, such as First Aid certificates.
- If you have used the National Recognition Information Centre for the United Kingdom (NARIC) for a comparison then include the result.
- A description of your training. For example, if you trained at university level you could include brief information on the syllabus and your final year project. It is advisable for you to familiarise yourself with the terminology of your particular profession and use this language in the CV. Doing an internet search or reading university prospectuses should provide you with information on these matters.

Do not include:

- Primary or secondary school education if it was a very long time ago.
- An account of the education system in your country.

Remember the key is to make your CV as straightforward and comprehensible as possible so that employers are not confused or disinterested in the information you provide. Otherwise, you risk an employer disregarding it because it is too obscure or too long.

iii) Employment / Key Responsibilities / Skills

You need to write your employment history in reverse order with the most recent job first. For example:

1999-2005 Head of Biomedical Science,
 Harare University Hospital, Zimbabwe
1996-1999 Research Chemist, Trinidad Industries, Harare, Zimbabwe

and not

1996-1999
1999-2005

nor

2005-1999
1999-1996

State the position you held, the name of the organisation and its location. A full address is not necessary. You must also include a few sentences or bullet points stating the duties and responsibilities you held. Use verbs to describe the tasks that are active and assertive and start with the larger responsibilities first. Use complete sentences and do not use 'etc'. This looks lazy and is not informative. If you have specialist skills make sure you list them. Again, remember that it is acceptable to include skills you have gained through voluntary activities.

iv) Additional Information / Achievements

Here you can include information about additional skills or achievements that do not fit into the other sections but which strengthen your description of yourself as a suitable employee. You might include non-employment-

related experiences which demonstrate a particular aptitude. For example, language skills, First Aid training, Health and Safety training or if you are the chair or member of a voluntary organisation.

v) Referees

You should include the contact details of two referees. Alternatively, you can state 'references available upon request'. This would be the preferred method if you were making a speculative application. It is best to use your last two employers. Alternatively, you could use a course tutor (if you have one), your GP or the head of your local place of worship if s/he knows you. If you are involved in any voluntary activities, you could use these contacts as a referee as well, for example if you are a volunteer at your child's school or a member of the Parent / Teachers Association PTA.

14.2 Optional Sections

i) Personal Statement

This is a short paragraph which you can include at the top of your CV. In the personal statement you give a brief summary of your career aims. The purpose of this is to give the employer an immediate picture of yourself before s/he begins to read the actual CV. There are differing opinions on the use of personal statements and while some employers like them, others do not. You need to use your own judgement as to whether you think a personal statement would be useful. The essential factor is not to make the personal statement too long otherwise the employer will be put off and will not read it. Five or six sentences are usually enough.

ii) Interests

This section is optional. If you chose to include it then only include interests that you would be able to talk about fluently if you were asked about them at an interview. Try to put specific interests rather than general ones, for example 'I am a keen swimmer and I regularly compete at competition level' rather than 'I like different types of sports'.

The most important thing to remember about writing a CV is that you must feel comfortable with the way you have presented the information. You may need to 'sell yourself' which might feel strange at first but this is a necessary feature of today's CVs especially when you are competing against hundreds

of other applicants. Try to keep the CV short. Three pages should be the absolute maximum. If it is longer than three pages the employer is unlikely to read it. Remember there is not one single way to write a CV.

14.3 Different Styles of CV

- Chronological
- Functional
- Targeted

Depending on your employment history, you could choose to present the information in different styles.

i) Chronological

If you have had a history of continuous employment with no gaps you could choose the chronological style. This involves listing your employment with the present or most recent job first and working backwards. This is the standard way of presenting your CV.

ii) Functional

A functional CV is appropriate if you have not had a continuous period of employment or your employment has been very varied and does not follow on logically from one post to the next. In this style of CV you would emphasise your skills, both paid and unpaid. The employment section can therefore be briefer.

iii) Targeted

For every job that you apply for you will need to alter your CV so that it highlights those skills and competencies which are specifically sought. You may need to stress particular achievements to show that you match the job specification or you may need to delete other sections which aren't strengthening your case.

14.4 Presentation

Once you are satisfied with the contents of your CV you must ensure that you present the information in the best possible way. It is worth investing time in this aspect of preparing your CV. When you consider that employers may have hundreds of CVs to process then a CV which has an untidy appearance may be the one that is not read.

14.5 Useful Suggestions

Write in paragraphs rather than continuous text.

CVs should be printed on white paper. Use font size 14 for headings and then 12 for the rest of the text. Maintain the same size and style of font throughout. If you use bold to highlight text do so sparingly, for example to emphasise headings rather than using a size 14 font.

Be consistent. If you have used two line spacing between titles and texts in one section then apply the same rules throughout the CV. Similarly if you have used indents for the text then maintain the indents throughout.

Always do a spell check. Maintain the same tense and voice throughout the document. For example, you must not alternate between present and past tense and active and passive voice. This upsets the flow of the text making it difficult to read. It also shows that you have not made the effort to write the text with your audience in mind.

You do not need to write 'CV' as your title; instead, you can write your name.

You may choose to put boxes around different sections to emphasise them more clearly.

Use a good quality printer and good quality paper to print your CV.

Try not to make your CV too long. Three pages should be the maximum.

14.6 Other Sources of Information

There are many books and websites on this topic. Remember, you may also need to seek advice from a careers adviser at a refugee advice centre for further guidance. You can also ask friends and colleagues to give you feedback on your CV. It may be necessary to do several revisions of your CV before you are satisfied with it. It may also be necessary to adapt your CV for specific job applications.

The publications which are listed in the 'employment sections' of the following are not intended specifically for refugees or Allied Health Professionals but you can adapt the information to suit your needs:

'*Connect CV Solutions*' by Anne Rutherford and Catherine Moore. Published by Cheshire Guidance Limited.

'The Perfect CV' by Max Eggert. Published by Arrow Business Books.

'Writing the Medical CV' by Sam McErin. Published by Edukom.

See also, www.rose.nhs.uk

15 Job Application Forms

Job applications are the most common way to apply for jobs in the NHS. Unless it has been stated otherwise on the letter from the employer, you should submit your CV with the application form. However, you must complete the application form in full. Do not leave it blank with the instruction, 'See CV'.

You will be judged on your suitability for the post by the level to which you meet the criteria of the person specification. You will also be assessed on the accuracy of the language you use, the relevance of your examples and the overall presentation of your application.

There are usually three areas that employers are looking for: experience, skills and knowledge. Another factor that is important is whether you would be well suited to the employment setting. This is a more subtle concern which may only be assessed at the interview stage when your attitude to work will be assessed.

It is important to remember that if a large volume of people have applied for a job, employers will initially be looking for ways to reduce applications before they are able to shortlist those assessed as suitable for the job. On average, an employer spends less than 10 minutes checking each application. Therefore in order for you, as a refugee or an overseas trained applicant, to feel confident that your application form will be read you will need to ensure that the quality of your application is of a good standard. This is to ensure that you are being assessed on equal terms.

The application pack which is sent to you will contain the following:

- Job description
- Person specification
- Application form
- Information about the organisation (optional)
- Equal Opportunity questionnaire (optional)

If you are offered the opportunity to find out more about the post in the job advertisement, contact the employer after you have received the application pack and before you complete the application form. This way you will be better informed about the post before you complete the application form.

15.1 Presentation

Read everything that is sent to you and follow instructions, such as writing in black ink or using capital letters.

If your handwriting is difficult to read then type the information on separate sheets to which you will refer in the application form.

If you are using the original application it is a good idea to photocopy it first and then complete it as a practice before completing the original.

15.2 Content

You need to demonstrate in the application form how you meet the criteria of the person specification. This will be done in the section referred to as 'personal statement' or 'supporting statement'. If you are asked whether you are able to work under pressure do not say: 'I am able to work under pressure'. Instead, you could write: 'Working under pressure has been a key part of my present job. There have been many occasions when I needed to produce work of a high standard within a short period of time in order to meet the targets', and then give a specific example. This does two things: It shows that you understand the skill, which is needed, and that you have experience of performing this skill. Also, make sure that for each point on the person specification you give a paragraph that can be easily cross-referenced. For example:

1. Ability to cope under pressure

1. I am learning all the time how to cope with stressful situations at work and I understand and appreciate that this is integral to the work.

The same format is used for completing the standards of proficiency for the HPC.

Use the National Academic Recognition Information Centre for the United Kingdom (UK NARIC, www.naric.org.uk) to state the equivalence of your

qualification. Alternatively, you could briefly describe your training including secondary education and the topics you have covered

Where there are areas in which you lack necessary skills, experience or knowledge, you could draw on examples from your private life. Alternatively, you could acknowledge the absence of the desired trait and express your motivation to overcome this.

The style of language you use is important. You must use positive, assertive and dynamic language. 'I know' rather than 'I think'. 'I believe' rather than 'I feel'. Essentially, you are trying to 'sell yourself' to the panel who will be reading your application.

16 Covering letter

The main function of a covering letter is to politely introduce yourself to the employer.

There are two types of covering letter:

- i) You simply introduce yourself and introduce your application form to the employer.
- ii) You highlight why you believe you would be a suitable candidate. This is similar to an extension on the 'personal statement' in which you have written point by point how you meet the person specification.

If you know the name of the person who will be reading your application form then address your letter using their name.

You need to describe in your first paragraph the position for which you are applying and where you saw the post advertised. You then proceed in your second and third paragraphs to highlight some key points from your application form which show why you would be a suitable candidate for the post. You do not copy word for word what has already been stated in the application form. In your closing paragraph you politely finish by stating that you look forward to the opportunity to discuss your application further. It is important that you write in a style which feels comfortable to you and not one that feels artificial.

16.1 Other Sources of Information

'How you can get that job: Application forms and letters made easy' by Rebecca Corfield. Published by Kogan page.

'Your job search made easy: Everything you need to know about applications, interviews and tests' by Mark Parkinson. Published by Kogan Page

'Higher Education Pathways: A Handbook for the Refugee Community in the UK' produced and published by the Council for Assisting Refugee Academics (CARA)

www.rose.nhs.uk

17 Interviews

If you are short-listed for an interview it means that the interviewer believes you can do the job. It is now down to you to prove in the interview that they really have picked the right candidate.

Remember the three **P**'s for successful interviews.

Preparation, **P**ractice and **P**erformance

17.1 Preparation

- i) Read everything sent to you in the application pack. It will contain important information about the organisation which you will need to know and can demonstrate by mentioning in the interview.
- ii) Research the organisation by doing an online search. Read any e-magazines or newsletters that they may have and subscribe to them if this is possible, or visit the organisation.
- iii) Find out whether you are expected to give a presentation in the interview and if so, how long will it be and what type of medium will you be expected to use.
- iv) If you have a portfolio make a photocopy of the original and take this with you to the interview.
- v) Write down a list of questions you think may be asked at the interview.
- vi) Write down a list of questions you want to ask at the interview

17.2 Practice

- i) Do a mock interview with a careers adviser, a tutor or a friend who can act the part of an impartial interviewer.
- ii) Practice talking about yourself and your achievements out loud to yourself and to others who know the purpose of the exercise. Ask a friend or colleague to help you.

17.3 Performance

- i) Usually two or more people will interview you. This is called a panel interview. The interviewers will probably take it in turns to ask questions and they will probably be taking notes throughout the meeting.
- ii) Arrive early for the interview. You need time to orientate yourself to the new environment and you may need time to visit the bathroom or get yourself a drink.
- iii) It is a good idea to take a bottle of water with you and keep it in your bag.
- iv) Dress smartly. A suit is best. If you do not have a suit then wear your smartest clothes. Make sure you feel comfortable in what you are wearing.
- v) Make sure you are well presented. For example, have a hair cut if this is necessary and in the case of men arrive clean shaven. If you are a woman who wears make-up then do so in moderation. Nails should be clean and shoes polished. It is important to pay attention to the details because they will create an overall impression that needs to be as favourable as possible.
- vi) When you first meet with the interview panel follow their lead and if they offer to shake hands with you then it is polite for you to do the same. It is worth noting that it is a part of the UK culture to expect a handshake at the beginning and/or end of the interview.
- vii) It is also customary to make eye contact with the interview panel. Try to smile at the person who greets you. This will instantly create a friendly and positive impression.
- viii) Not all interviewers are practised in the skill of conducting interviews. However, a good interviewer should be doing his/her best to put you at

ease. It is recognised that people are anxious and that they need to be relaxed in order to perform well.

ix) The first couple of minutes of the interview may be spent engaging in small talk, questions about your journey or perhaps about the correct pronunciation of your name. These are known as 'ice breakers'. If, on the morning of the interview, you did witness an unusual event such as a car accident then it would be acceptable to let the panel know this information, as it would help explain your state of mind. If you are going to be late for an interview, it would be polite to let the panel know this beforehand. Remember to take their contact details with you.

x) A good interviewer should then go on to introduce the panel members and explain the format of the interview, for example how many questions you will be asked and how long the interview will last.

xi) The opening questions are usually fairly straightforward, such as 'tell us about your career to date' or 'describe a typical day'. It is important that you remain focused and answer the questions with relevant information instead of giving general information about yourself. The interviewers recognise that you may be nervous at the start of the interview and deliberately ask this type of question, which they believe you should find easy to answer, so that you can talk about yourself with confidence.

Thereafter, the questions you will be asked will be based on the job specification and job description. They will expand on areas such as the level of your skills, experience and knowledge. You may be given scenario questions, such as 'what would you do if a patient lost control and collapsed?'

xii) When you answer the questions you need to be specific and you need to give plenty of examples. If you do not understand the question do not be afraid to ask for repetition or clarification. Take time to think about the questions; you do not have to race to answer them. You can give yourself thinking time by repeating the start of the question - for example: 'What did you do at work today?' 'Today at work I...'

Keep in mind that everything you say should be relevant and needs to be making a valid point. Pay attention to the sound of your voice - don't allow it to become too quiet or too monotonous. Engage your audience by maintaining good eye contact. Try not to use your hands for too many gestures.

xiii) At the end of the interview, you may be asked if you have any questions. It is a good idea to have a few. Perhaps all the questions you wanted to ask were already covered during the course of the interview, in which case you can say this. The types of questions you ask may be to enquire when you will hear about the results of the interview or whether there will be an induction programme if you are successful in being appointed. Do not ask questions about your performance in the interview or anything unrelated. At the end, make sure that you thank the interview panel and say goodbye politely before leaving the room.

17.4 After the Interview

- i) Reflect on the interview you have had. Write down an assessment of how you think you have done, such as what went well and what could have been better. Write down the questions you were asked. This will be a useful preparation for future interviews if you don't get the job this time round.
- ii) Give yourself a treat. Interviews are not easy and you need to boost your confidence with the knowledge that you performed a challenging aspect of the job selection process.
- iii) If you are not offered the job do not be disappointed. The experience of doing the interview will have been very worthwhile. You could telephone the organisation and ask for feedback on your performance so that you know what you need to be aware of for next time.

17.5 Other Sources of Information

'*The Perfect Interview*' by Max Eggert. Published by Arrow Business Books

'*Successful Interview Skills: How to Present Yourself*' by Rebecca Corfield. Published by Kogan page

www.rose.nhs.uk

Appendix 1

Professional bodies

Ambulance Service Association

Friars House
157-168 Blackfriars Road
London
SE1 8EU
Tel: 020 7928 9620
Fax: 020 7928 9502
Email: asadirect@aol.com
www.ambex.co.uk

British Association of Art Therapists

Mary Ward House
5 Tavistock Place
London
WC1H 9SN
Tel: 020 7383 3774
Fax: 020 7387 5513
Email: baat@ukgateway.net
www.baat.org

Institute of Biomedical Science

12 Coldbath Square
London
EC1R 5HL
Tel: 020 7713 0214
Fax: 020 7436 4946
Email: mail@ibms.org
www.ibms.org

Society of Chiropodists and Podiatrists

1 Fellmongers Path
Tower Bridge Road
London
SE1 3LY
Tel: 020 7234 8620
Email: enq@scpod.org
www.feetforlife.org

Association of Clinical Scientists

c/o Association of Clinical Biochemists
3rd floor
130-132 Tooley Street
London
SE1 2TU
Tel: 020 7940 8960
Fax: 020 7403 8006
Email: admin@assclinsci.org
www.assclinsci.org

British Dietetic Association

5th Floor
148/9 Great Charles Street
Queensway
Birmingham
B3 3HT
Tel: 0121 200 8080
Fax: 0121 200 8081
Email: info@bda.uk.com
www.bda.uk.com

British Association for Dramatherapists

41 Broomhouse Lane
Hurlingham
London
SW6 3DP
Tel/Fax: 020 7731 0160
Email: gillian@badth.demon.co.uk
www.badth.ision.co.uk

Association of Professional Music Therapists

26 Hamlyn Road
Glastonbury
Somerset
BA6 8HT
Tel/Fax: 01458 834919
Email: APMTOffice@aol.com
www.apmt.org.uk

College of Occupational Therapists

106-114 Borough High Street
London
SE1 1LB
Tel: 020 7450 2332 (careers line)
Fax: 020 7450 2299
www.cot.co.uk

Association of Operating Department

Practitioners
PO Box 1304
Wilmslow
Cheshire
SK9 5WW
Tel: 0870 746 0984
Fax: 0870 746 0985
Email: office@aodp.org
www.aodp.org

British Orthoptic Society

Tavistock House North
Tavistock Square
London
WC1H 9HX
Tel: 020 7387 7992
Fax: 020 7387 2584
Email: bos@orthoptics.org.uk
www.orthoptics.org.uk

Chartered Society of Physiotherapy

14 Bedford Row
London
WC1R 4ED
Tel: 020 7306 6666
Fax: 020 7306 6611
Email: careersadviser@cspphysio.org.uk
www.csp.org.uk

British Association of Prosthetists and Orthotists

Sir James Clark Building
Abbey Mill Business Centre
Paisley
PA1 1TJ
Tel: 0141 561 7217
Fax: 0141 561 7218
Email: admin@bapo.com
www.bapo.com

British Psychological Society

St Andrew's House
48 Princess Road East
Leicester
LE1 7DR
Tel: 0116 254 9568
Fax: 0116 247 0787
Email: enquiry@bps.org.uk
www.bps.org.uk
Email: mail@bcp.org.uk
www.bcp.org.uk

society of Radiographers

207 Providence Square
Mill Street
London
SE1 2EW
Tel: 020 7740 7200
Fax: 020 7740 7204
www.sor.org

Royal College of Speech and Language Therapists

2 White Hart Yard
London
SE1 1NX
Tel: 020 7378 1200
Fax: 020 7403 7254
Email: postmaster@rcslt.org
www.rcslt.org

Appendix 2

Health Professions Council

The Health Professions Council
Park House
184 Kennington Park Road
London
SE11 4BU

International Registrations

Tel: 020 7840 9804 or
0845 300 4720
Fax: 020 7840 9803
Email: international@hpc-uk.org

Main switchboard for all other enquiries

Tel: 020 7582 0866
Fax: 020 7820 9684
Email: info@hpc-uk.org

The HPC are open
Monday-Friday 8am-6pm

Appendix 3

Strategic Health Authorities / Workforce Development Confederations

Return to Practice Co-ordinators

The return to practice co-ordinators will be the first person you need to contact to find out more information about how you can return to practice in the UK. Each district may have different arrangements. You will need to be patient, and please be aware that it may be necessary to make further enquiries. In some cases, you will be given contact details for local trusts.

The contact numbers here are either the direct numbers of the Return to Practice Co-ordinators or the central switchboard numbers for the SHA/WDCs. If the numbers change you will need to call directory enquiries for the new contact details or obtain them from the internet.

Avon, Gloucestershire and Wiltshire

Tel: 01249 858500

Bedfordshire and Hertfordshire

Tel: 01234 315810

Cheshire and Merseyside

Cheshire Office
Tel: 01925 406100
Merseyside Office
Tel: 0151 285 2234

County Durham and Tees Valley

Tel: 01642 352950/1

Devon and Cornwall

Tel: 01392 253971

Dorset and Somerset

Tel: 01935 384000
Tel: 01935 384060

Greater Manchester

Tel: 0161 237 3690

Hampshire and Isle of Wight

Tel: 01962 893737

Leicestershire, Northants and Rutland

Tel: 0116 295 7500

London North Central

Tel: 020 8272 5550

London North East

Tel: 020 7655 6714

London North West

Tel: 020 7756 2777

London South East

Tel: 020 7593 0100

London South West

Tel: 020 8545 7132

Norfolk, Suffolk and Cambridgeshire

Tel: 01223 597576

**North and East Yorkshire and North
Lincolnshire**

Tel: 01904 724574

North England

Tel: 0191 2106400

Nottingham

Tel: 0115 9123344

South Derbyshire

Tel: 0133 2786645

Shropshire and Staffordshire

Tel: 01785 220028 ext: 5823

South Yorkshire

Tel: 0114 2263352

Thames Valley

Tel: 01865 336926

West Yorkshire

Tel: 0113 295 2151

London North East

Tel: 020 7655 6714

London North West

Tel: 020 7756 2777

London South East

Tel: 020 7593 0100

London South West

Tel: 020 8545 7132

Norfolk, Suffolk and Cambridgeshire

Tel: 01223 597576

**North and East Yorkshire
and North Lincolnshire**

Tel: 01904 724574

North England

Tel: 0191 2106400

Nottingham

Tel: 0115 9123344

South Derbyshire

Tel: 0133 2786645

Shropshire and Staffordshire

Tel: 01785 220028 ext: 5823

South Yorkshire

Tel: 0114 2263352

Thames Valley

Tel: 01865 336926

West Yorkshire

Tel: 0113 295 2151

1. Information in the above sections has been taken from the NHS Careers website www.nhscareers.nhs.uk and the NHS Careers publication, 'Allied Health professions in the NHS': Crown copyright material is reproduced with the permission of the Controller of HMSO and the Queen's Printer for Scotland.

2. www.nhscareers.nhs.uk
Tel: 0845 6060655

Find your way back to work
Job Kit Practical help and advice
when applying for jobs



jobcentreplus

Part of the Department
for Work and Pensions

Contents at a glance

- 4 Planning your job-hunting
- 5 Help finding your way back to work
- 7 Other support
- 10 What have I got to offer?
- 12 Where to look for a job
- 15 What should I look for in a recruitment agency?
- 17 Other ways of looking for a job
- 18 Keeping track of your progress
- 20 Letters and application forms
- 27 What is a CV?
- 32 Preparing for an interview
- 38 Other types of interviews.

Jobcentre Plus wants to help you get back into work quickly. Each section of this booklet has been designed to help you take a step on the way back to work. No matter where you are on your journey, we can offer help and support.

Step 1 (pages 3–8) helps you plan your job hunt and provides advice about finding your way back to work.

Step 2 (pages 9–18) helps you to identify the skills you already have and offers information if you want or need to retrain.

Step 3 (pages 19–38) offers practical advice and information to help you to apply for jobs, and prepare for interviews.

Jobcentre Plus has many current job vacancies across Britain. Each vacancy tells you how to apply.

You can search for a job in a number of ways

- Log on to www.jobcentreplus.gov.uk at any time and search by area and job type.
- Call us on **0845 6060 234***. (Textphone number is **0845 6055 255***). Lines are open 8am to 6pm Monday to Friday, 9am to 1pm Saturday.
- For more information see page 12.

Find your way back to work

Step 1 Planning your job hunt



Planning your job-hunting

How good is my job-hunting?

The checklist below should help you see if you are doing everything possible to find work.

Answer 'Yes' or 'No' to the following questions.

- | | | |
|--|------------------------------|-----------------------------|
| Are you clear about what skills and experience you have? | Yes <input type="checkbox"/> | No <input type="checkbox"/> |
| Do you know what skills, abilities and qualifications are needed for the types of jobs you are looking for? | Yes <input type="checkbox"/> | No <input type="checkbox"/> |
| Do you have an up-to-date CV? | Yes <input type="checkbox"/> | No <input type="checkbox"/> |
| Does your CV make the most of your skills and experience? | Yes <input type="checkbox"/> | No <input type="checkbox"/> |
| Are you confident about filling in application forms? | Yes <input type="checkbox"/> | No <input type="checkbox"/> |
| Are you confident about applying for jobs over the phone? | Yes <input type="checkbox"/> | No <input type="checkbox"/> |
| Are you confident about applying for jobs online? | Yes <input type="checkbox"/> | No <input type="checkbox"/> |
| Do you use www.jobcentreplus.gov.uk to look for jobs regularly? | Yes <input type="checkbox"/> | No <input type="checkbox"/> |
| Have you used the internet to search for jobs (many companies now advertise online)? | Yes <input type="checkbox"/> | No <input type="checkbox"/> |
| Do you know which days jobs are advertised in your local papers? | Yes <input type="checkbox"/> | No <input type="checkbox"/> |
| Do you read local papers regularly to find out which companies are expanding and which new companies are coming to the area? | Yes <input type="checkbox"/> | No <input type="checkbox"/> |
| Have you considered contacting these companies to see if they have any jobs? | Yes <input type="checkbox"/> | No <input type="checkbox"/> |
| Have you registered with any recruitment agencies? | Yes <input type="checkbox"/> | No <input type="checkbox"/> |
| Have you been to any Jobs Fairs? | Yes <input type="checkbox"/> | No <input type="checkbox"/> |
| Check if your friends and family know about any jobs. | Yes <input type="checkbox"/> | No <input type="checkbox"/> |

If you have answered 'No' to any of the questions shown above, this will show you what other things you need to do to help you find work. This Job Kit will give you some help in the areas you have identified.

Help finding your way back to work

Resources to help you find a job

There are many ways Jobcentre Plus can help you with your search for work.

- We advertise jobs.
- We can support you to get a job.
- We can tell you about benefits you can get while you are working, such as Tax Credits.

Looking for jobs

We have Britain's largest database of job vacancies. There are many jobs available at any time. There are a number of ways in which you can search the database for jobs.

- Log on to **www.jobcentreplus.gov.uk**
- Phone us on **0845 6060 234***.
(Textphone number is **0845 6055 255***).
- Use the Jobpoints when you're visiting a Jobcentre. A Jobpoint is an easy to use touch screen that offers access to thousands of different jobs and other useful information. You can print out any details you want to keep.
- Log onto **www.direct.gov.uk** if you prefer to search using free text, e.g. I want to be a plumber in Barnsley. You can also look for local jobs through Directgov Digital Television, available on Sky and Virgin Media.

For more information see page 12.

Redundancy

If you are facing redundancy this section will provide you with information and advice about where to go for further help.

Redundancy can be a worrying time. This section aims to provide information on what to expect from your employer and what effects

redundancy has on making a claim for benefit. It also gives you details about where you can find extra information on redundancy, making a claim for benefit and help finding a new job.

If you have been told you are being made redundant because demand for your work has reduced, the business or your job has moved, or the business has transferred to a new owner, help is at hand. You can find more information including:

- redundancy entitlement statutory rights: a guide for employees
- a ready reckoner calculator to calculate the amount of redundancy pay you are entitled to,

and more through the Department for Business, Enterprise and Regulatory Reform at **www.berr.gov.uk/employment/redundancy**

There is a strict time limit to make a claim for unfair dismissal or redundancy pay to an employment tribunal, so it is important you find out about this early on.

Checklist when you leave your job

On your last day at work you should receive all the wages you are entitled to, plus payment for any outstanding period of notice that you have not worked. You should also receive:

- accrued holiday pay (payment for holiday owed which has not been taken)
- details of pension arrangements
- income tax form P45
- job references from your employer, to help you find another job
- redundancy pay, and
- a letter stating the date of redundancy.

Redundancy and claiming benefits

You may be asked about any payments you've had from your employer as part of your benefit claim, and we will explain if these payments might have any effect on your claim.

If you or your partner get a payment from your employer when your job ends (such as final pay, wages if you worked a week in hand, or holiday pay), these payments are not taken into account when considering your claim to Jobseeker's Allowance or Income Support.

Even if you aren't entitled to benefit, you may still get National Insurance contributions credited to you while you look for another job.

How to contact Jobcentre Plus to claim benefits

To make a claim

Phone: **0800 055 66 88***

(Textphone: **0800 023 48 88***)

Monday to Friday 8am to 6pm

During the call we will ask you to provide information including:

- your National Insurance number
- details about your rent or mortgage
- details of your past or present employer, and
- details of other income and savings.

The operator will tell you what will happen next with your claim. For example, they may make you an appointment to see an adviser at your nearest Jobcentre to help with your search for work. They can also tell you who to contact if you have a question about your benefit.

Or you can claim online at **www.dwp.gov.uk/eservice**

Supporting you to get a job

If you are already claiming benefits, Jobcentre Plus can offer you support to get a job.

Work Trials

Work Trials are an opportunity to show an employer that you're the right person for the job. They are a trial period for an actual job, which we set up and monitor. As long as you are still looking for work, you will continue to receive your benefits while you are taking part in the trial. If the trial doesn't work out, this won't affect your benefit. Whether you are suitable for a Work Trial depends on your personal circumstances and how long you've been unemployed. For more information, please visit

www.jobcentreplus.gov.uk

Travel to Interview Scheme

If you are offered a job interview away from home, the Travel to Interview Scheme may be able to help you with the cost of travel. We can normally pay for travel from your home to the interview by the cheapest method of transport as long as the interview is beyond a normal daily travelling distance. If this involves travelling by train, we will give you a voucher to exchange for a ticket. For more information, please visit

www.jobcentreplus.gov.uk

Working out how much better off you would be in a job

If you've found a job that you're interested in and know what the wage is, your adviser can work out how much better off the job would make you. For more information, contact your nearest Jobcentre to arrange an appointment.

Other support

Housing problems

If you have a mortgage and can no longer afford your mortgage payments, or you are renting your home and in difficulty, we may be able to help you meet your housing costs. For more information, please visit

www.jobcentreplus.gov.uk

For more information about whether you are able to get help with your council tax visit

www.direct.gov.uk

Advice on debt

If you are experiencing problems with debt, one of our advisers will be able to tell you about organisations which can help (for example, Citizens Advice Bureau). Or, you can contact National Debtline on **0800 731 7973*** or at

www.national-uk-debtline.co.uk

Help with childcare or other caring responsibilities

If you need help finding childcare, one of our advisers can help. If you have other caring responsibilities, our disability employment advisers may be able to help. For more information, please visit

www.jobcentreplus.gov.uk

If you have a health problem or disability

Jobcentre Plus personal advisers help you if you are disabled, have a health problem or are a carer and you are looking for work through us. They can provide details of suitable vacancies and explain more about the range of programmes available to help you. For more information about help for disabled people, please visit **www.jobcentreplus.gov.uk**

If you have a criminal record

Having a criminal record can make it harder to find work. For more information, please visit **www.nacro.org.uk** or call **0800 0181 259*** or **020 7840 6464**.

Coping with drug or alcohol problems

If you need to discuss drug or alcohol problems, your Jobcentre Plus adviser can tell you about local organisations which offer help. Or, you can contact Alcoholics Anonymous by phoning **0845 769 7555*** or visiting their website **www.alcoholics-anonymous.org.uk** or Turning Point **www.turning-point.co.uk** for help and support.

The first part of the document discusses the importance of maintaining accurate records of all transactions. It emphasizes that every entry, no matter how small, should be recorded to ensure the integrity of the financial data. This includes not only sales and purchases but also expenses and income. The document provides a detailed list of items that should be tracked, such as inventory levels, customer orders, and supplier payments. It also outlines the procedures for recording these transactions, including the use of specific forms and the assignment of responsibilities to different staff members.

The second part of the document focuses on the analysis of the recorded data. It describes various methods for identifying trends and anomalies in the financial performance. This includes comparing current periods with previous ones, as well as analyzing the data by department or product line. The document also discusses the importance of regular reviews and reports to management, highlighting how this information can be used to make informed decisions about the business's future.

The final part of the document addresses the security and confidentiality of the financial records. It outlines the necessary controls to prevent unauthorized access and the use of sensitive information. This includes physical security measures, such as locking up records, and digital security measures, such as password protection and secure data storage. The document also emphasizes the importance of training staff on these security protocols and the consequences of non-compliance.

Find your way back to work

Step 2 Identifying your strengths
and skills



What have I got to offer?

Start by asking yourself honestly what skills and experience you have.

Think about the skills you developed in jobs you had before and in your life outside of work.

The job market has changed in recent years. It is less common for people to have the same job with the same employer for the whole of their working life. It pays to be flexible and adaptable when it comes to a change in your career, recognising your transferable skills can help you to move into a new job and into new types of work.

What are transferable skills?

These are the skills that you have built up during any job or activity that you can apply to other jobs. You can build up skills through all sorts of activities – jobs, projects, volunteer work, hobbies, sports, virtually anything. These skills can include the following.

- **Communication** – being able to communicate by speaking, in writing, or by e-mail, in the right way for the audience.
- **Teamwork** – being a constructive team member, contributing practically to the success of the team.
- **Leadership** – motivating and encouraging others, while taking the lead.
- **Initiative** – seeing opportunities and setting and achieving goals.
- **Solving problems** – thinking things through in a logical way, to work out the most important problems. Solving problems often also includes creative thinking.
- **Flexibility and being able to adapt** – changing and adapting to new situations.
- **Being self-aware** – knowing your strengths and skills and having the confidence to put these across.

- **Commitment and motivation** – having energy and enthusiasm when carrying out projects.
- **Interpersonal skills** – relating well to others and building up good working relationships.
- **Numeracy** – understanding and using information such as numbers, statistics and graphs.

Identifying the skills you have now

You probably already have valuable transferable skills that could make you a good candidate for a job. Think back through the jobs you have done, your hobbies and the other things you're involved in and, using the list above, write down the skills that you have. Here is an example:

You have always worked in administrative jobs in offices as part of a team, so you have good teamwork and communication skills. In your spare time, you also help to run a Brownie pack. This means that you have other skills that you can transfer to a job – initiative and leadership skills to name 2.

However, it can sometimes be difficult to identify your own strengths. This is where your interviews with your Jobcentre Plus adviser can help. Your adviser will know about other organisations that may be able to help you identify and gain the skills you need. Friends and relatives may also be able to help you work out your strengths that are also your transferable skills.

Identifying skills you will need in future

When you're looking at the skills you have, you may also identify areas where you're not so strong. There's no need to worry about this, there are ways to develop the skills you need so you can get where you want to be.

First you need to decide what kind of job you want, for example hospitality. Once you know what type of job you'd really like, do some research into the skills and experience that these jobs normally need. Compare these to the list you have made of your transferable skills and find any gaps. Then use the list below for suggestions on how to develop the skills you need.

How to develop new transferable skills

You can develop new skills in a variety of ways. You may want to consider:

- doing some voluntary work
- taking part in a hobby, committee or group
- doing some part-time work
- registering with a recruitment agency and doing some temporary work; or
- going on a training course.

All of these activities can help you develop new skills and experience and they'll boost your self-confidence and social life too! Remember that developing your skills helps you to find work, stay in work and get further in your career. Many employers are working with Jobcentre Plus to recruit through Local Employment Partnerships (LEPs) and help people get back into work. Employers recruiting through LEPs have made a commitment to recruit from the local community and, if you meet the job requirements, they will welcome your interest. Many of the LEP employers also want to help you develop your skills for work and they may be able to offer you opportunities such as coaching from their employees and training before you start work. Your Jobcentre Plus adviser will be able to tell you what opportunities there are near you.

What if I need to retrain?

Refreshing your skills or learning new ones can increase your chances of finding a new job. Jobcentre Plus can advise you on your options. Depending on your age and qualifications you may be able to get free courses.

You can find out what's available in:

England

- The Careers Advice Service provides free information and advice on learning and work. A confidential helpline is available from 8am to 10pm, 7 days a week on **0800 100 900*** or visit **www.direct.gov.uk/careersadvice**
- Nextstep face-to-face services give information and advice on learning, training and getting qualifications at **www.direct.gov.uk/nextstep**
- If you are not sure where to start with skills, you can call the In Our Hands Helpline on **0800 011 30 30*** or visit **www.lsc.gov.uk/inourhands**

Scotland

- Skills Development Scotland delivers skills, careers and learning support. Visit **www.careers-scotland.org.uk** or call **0845 8 502 502***.
- For more on free and low-cost learning options, visit **www.learnirectscotland.com** or call **0808 100 9000**.
- More about learning support is available at **www.ilascotland.org.uk**

Wales

- **www.careerswales.com** has more on jobs, careers advice and learning choices. It also gives details of the ReAct programme to help you retrain and find work after redundancy. Call **0800 101 901*** or visit **www.learnirect.co.uk/wales-cym/**
- For help with funding for training, visit **www.wales.gov.uk/educationandskills/**

Where to look for a job

There are a number of ways you can search for jobs:

- through Jobcentre Plus
- through newspapers
- on the internet
- registering with recruitment agencies, and
- through friends and other people you know.

We have given you a bit more information about each of these below.

Through Jobcentre Plus

We have Britain's largest database of job vacancies, which you can find online or over the phone.

Our website **www.jobcentreplus.gov.uk** is the UK's most visited jobs website and has many jobs advertised at any time. You can search by choosing:

- where you want to work
- what sort of job you want to do
- what group of jobs this falls into, and
- what job title you are looking for.

You can widen your search by choosing more than one group and type of job.

Once you have entered all the information you want to search by, a list of available jobs that meet your needs will appear. You can select individual jobs to find out more about them and to find out how to apply. Remember to write down the job reference number. You will need it when you apply for the job or ask for an application form.

The website also includes jobs from other organisations, for example, recruitment agencies and electronic newspapers (these are known as Job Boards).

You can also search for jobs in Europe and around the world. You can find these jobs by selecting the 'more jobs here' link on the search results page.

We also offer a quick and easy phone service to search our database. Our advisers can tell you about jobs in your local area and in other places if you want. Once you find a job you're interested in, they will tell you how to apply. If possible, they will ring the employer there and then to arrange an interview, or send you an application form.

To use the phone service, ring **0845 6060 234***.

Lines are open between 8am and 6pm from Monday to Friday, and between 9am and 1pm on Saturdays.

If you are deaf or hard of hearing, or have speech difficulties, you can use our textphone. Dial **0845 6055 255***.

If you speak Welsh, you can phone **0845 6067 890***. (If you speak Welsh and you are deaf or hard of hearing, or have speech difficulties, dial our textphone **0845 6044 022***.)

If you prefer to search using free text, e.g. I want to be a plumber in Barnsley, you can find the same jobs at **www.direct.gov.uk**

You can also look for local jobs through Directgov Digital Television, available on Sky and Virgin Media.

Newspapers

Local newspapers are a good source of information about job-hunting. It's a good idea to find out what day the local paper comes out and which days it advertises jobs. Newspapers also keep you up to date on which companies are moving into the area and which are expanding.

You can use this information to apply to those companies before they advertise, to see if there are any jobs available.

You may want to contact a company for more details about a job after reading an article in the local press. For example, see the **Letters and application forms** section on page 20.

Applying for jobs online

Many employers are now advertising their vacancies online, and ask you to apply online. They will often tell you whether or not you have been successful by e-mail. In some cases, this is now the only way that some employers fill their vacancies.

- 78% of recruitment companies advertise job vacancies online.
- There are currently around 1000 online Job Boards in the UK.

To make sure you keep up with the latest vacancies, you will need to:

- find ways of having access to the internet
- have your own e-mail address, and
- know how to find vacancies and fill in applications online.

This leaflet provides some advice.

Finding internet access

If you have access to the internet at home, then it's easy. If not, here are a few suggestions.

- You can use UK online centres which are based in your community. They could be in an internet café on the high street, in a public library, in a college, in a community centre or in a village hall. Some even move around from place to place to give more people the chance to go online. You can find your nearest UK online centre in England by phoning **0800 77 1234*** or visiting **www.ukonlinecentres.com**
For Scotland learndirect, ring **0808 100 9000***
For Wales learndirect, ring **0800 101 901***.
- Your local library may have computers that are connected to the internet.
- You may have friends or relatives who are happy to let you use their computer to go online.
- Some of our partners offer our customers access to computers and the internet – check with your nearest Jobcentre to see what's available in your local area.

Getting an e-mail address

To set up a personal e-mail address, try the search engines (for example Google or Yahoo) as many offer a free e-mail account. Or, put 'free e-mail address' into a search engine and look through the results. Follow the instructions to set up a free e-mail address.

If you need to improve your IT skills, UK online centres will be able to help. Their contact details are listed above.

Using the internet to find Job Boards

Once you've found your internet access, your next step is to find the types of jobs you're looking for. Jobs are usually advertised on Job Boards which are like electronic newspapers. Generally, there are 3 types of Job Boards.

- 'Niche' Job Boards are dedicated to particular professions or industries.
- General Job Boards advertise all types of vacancies.
- Local Job Boards advertise all types of jobs in the area they cover.

You can search for the right Job Boards by using a search engine (for example Google or Yahoo). Try putting in 'Job Boards' or 'jobs in retail' and so on, until you find the Job Boards that are most suitable for you. If you are using your own computer, you can save the Job Boards as favourites.

Applying online

There are 2 main ways to apply online.

- By filling in an application form online. Fill in the details in the same way as you would with a normal application form. Make sure you check you have filled in all the information the form asks for and that the information is correct before you select 'send' to send the form to the employer.
- By e-mailing your CV. Some employers will ask you to send your CV by e-mail. You will need to have saved your CV so you can attach it to the e-mail. You may also want to include a covering letter. You can find information on how to write a covering letter in **Step 3 – Letters and application forms** on page 20.

Monitoring responses to your applications

Employers may choose to reply to your application by e-mail, so make sure you check your e-mail regularly.

Registering with recruitment agencies

Jobcentre Plus offers a wide range of job opportunities. To increase your chances of getting a job or to improve your skills, you could join a recruitment agency.

What are the benefits of registering with a recruitment agency?

Recruitment agencies work closely with employers. They will match you to a job if you have what an employer is looking for.

Some agencies will give you training to make sure that you have the skills you need to get the jobs available. Training is often run because there are jobs available that need this training. So if you are willing to take the training, it is likely that there will be a job at the end of it.

Agencies are always looking for new people and they want to work with you. If you work with a recruitment consultant and build up a relationship with them, they will know what type of job you want and will help you find it.

Agencies offer temporary jobs as well as permanent full-time jobs. A temporary job could help you get back into full-time work. This would be helpful if you have not worked for many years or you do not have recent work experience.

Temporary work could also give you the chance to get the skills and confidence you need to get back into a permanent full-time job. Agencies also offer jobs that have flexible working hours which may suit your situation and needs.

Some agencies specialise in certain types of jobs. This means they may be able to offer you extra support so you can get a job in a particular area of work. You can get paid holidays in temporary work.

What should I look for in a recruitment agency?

Recruitment agencies must meet the standards set by the Employment Agencies Act 1973.

If you are looking for temporary work, the agency must agree with you:

- the terms and conditions of the work you will do
- the type of work you will do
- how much you will be paid
- how and when you will be paid
- how much notice you will have to give (if any), and
- details of any paid holiday.

An agency must not:

- refuse to pay you because they have not been paid by the person you work for, or
- charge you for finding or trying to find you work (there are some exceptions, mainly with entertainment and modelling jobs).

You do not have to use any of the services that an agency charges for, for example training courses and getting help to write your CV.

See Step 3 for help writing your CV on page 27.

Agencies must give you all the information they have about:

- the employer you are working for
- the type of work you will do
- the hours you will work, and
- how much you will be paid.

The agency will make sure that you have the skills and qualifications you need for the job. They will also make sure that you are not breaking any laws by doing this work.

They must tell you in writing about any changes to your agreement.

When you register with an agency they will ask you for information about yourself so they can find you a suitable placement or job. Information may include proof of your identity (such as your birth certificate or driving licence), your experience and any training or qualifications you have. They will also make sure that you are willing to do the job before putting you in it.

An agency will not give your information to any other organisations unless they are trying to find you work or they need to for legal reasons. They must get your permission before they do this.

An agency can offer you a job at short notice. They can also finish temporary work at short notice without being responsible for any unfair dismissal or redundancy pay. Always make sure you understand your contract.

How do I get the most out of a recruitment agency?

To get the most out of a recruitment agency, it is important that you think about how you can best work with them. Remember, you are telling them about your skills and they will help you find a job. You are working together.

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

- keep in regular contact with them
- give them all the information they need (including all your contact details and references)
- are honest
- keep your CV accurate and up to date
- tell them if there is a particular type of job you don't want (be up-front and save time)
- listen to any advice from your consultant about improving your CV (remember they are professionals and they want to help you get a job), and
- talk to your agency if they are not finding you work. It may be because there is not enough of the type of work you want and you might want to think about other types of work you are willing to do. Or, you could register with another agency that offers the type of work you are looking for.

Where can I get more information or advice about recruitment agencies?

If you need more advice about recruitment agencies in your area, please contact your nearest Jobcentre.

The Recruitment and Employment Confederation (REC) is an organisation that supports and represents recruitment agencies. The REC can give you more advice and a list of some recruitment agencies. All REC members must follow their code of professional practice. Visit their website at **www.rec.uk.com**

This section only tells you about some of the rules that agencies have to follow. If you would like to know more, please phone the Department for Business, Enterprise and Regulatory Reform (BERR) helpline or read 'Employment Agencies Act 1973: Guidance on the Act and regulations'.

You can also write to or e-mail BERR.

Employment Agency Standards Inspectorate
Department for Business, Enterprise and
Regulatory Reform
Bay 488
1 Victoria Street
London
SW1H 0ET
Helpline: **0845 955 5105***

E-mail: **eas@berr.gsi.gov.uk** (for questions about employment agencies only).

Other ways of looking for a job

Friends and other people you know

People you know can give you useful information about job-hunting. They may know about jobs available where they work, or may have heard that a company is recruiting or know someone who is looking for some help. People you know may tell you about a job before it's advertised and they may even be able to put in a good word for you at the company. It's worth talking to people you know about the type of work you're looking for and your experience and skills, so they think of you when they hear of something.

Approaching employers

A large number of jobs are never advertised. So, it is worthwhile contacting companies to ask if they have any vacancies. One of the benefits of doing this is that you are not competing against a large group of people, as you would be doing if you were responding to a job that was advertised. Employers are used to people asking questions about jobs – after all, if they can find somebody to do the job like this it saves them time and money.

Keeping track of your progress

Keeping track of your job search is a good idea for 2 reasons.

- First, it helps you remember which companies you have approached and what their response was (for example, if they tell you they are going to be advertising in 3 months, keeping a record of this will remind you to contact them again). You can also record which day local papers advertise jobs, which recruitment agencies you have contacted, when trade journals come out and which friends have provided useful information.
- Second, if you are receiving Jobseeker's Allowance while you're out of work, then you have to prove that you are 'actively seeking work'. Keeping a record of what you've done to find work will help you show staff at your nearest Jobcentre that you are doing all you can to find work.

Find your way back to work

Step 3 Support for applications
and interviews



Letters and application forms

Applying for a job that has been advertised

If you want to apply for a job and you are asked to apply in writing, have a look at the following example. It shows the vacancy, the points to look for and a suggested letter.

If you need to provide your application form in an alternative format i.e. audio because you have a visual impairment, contact the company beforehand so they expect your application in an alternative format and have made preparations to review it.

The vacancy

In this example, you have seen the following job advertised and you want to apply.

WESTFORDS Ltd.

Require IT Support Officers 40 hours per week – 8:45am–5:15pm.

Photo ID personalisation and smart card encoding company are seeking IT support officers.

Responsibilities include upkeep of computers and in-house software and quality assurance of products.

Must have experience with computers. Knowledge of printers preferred but not essential as full training given.

Apply in writing with a covering letter and CV to Mr Knight, Westfords Ltd, 500 Sample Street, Sample Town, LZX 1XX

www.westfordssample.com.uk

The important information in the advert

The following table shows the important information contained in the advert.

The company	Westfords Ltd. You could look at their website to learn more about the company, which might help you to write your application.
Job title and duties	IT Support Officer <ul style="list-style-type: none">• Upkeep of computers and in-house software• Checking consumables and in-house software• Quality assurance of finished products
Qualifications and skills needed	Must have experience with computers. Printer experience preferred but not essential as full training will be given.
Pay	No rate given – ring to check.
Hours	40 hours per week–Monday to Friday 8:45am–5:15pm.
How to apply	In writing – with a covering letter and CV.

What do I need to think about when writing a covering letter?

1 What to include	2 What to say
Underline the skills in the advert. Write a rough copy of your letter and include the skills underlined.	Be clear. Don't use a long word if a short one will do.
Be positive and emphasise why you are perfect for the job.	If you have been unemployed for a while, say how you spend your spare time (for example, by doing voluntary work, study and so on).
Suggested layout. First, give a summary of your skills and experience. Keep it brief and to the point. Then, say when you will be free for an interview. Remember to include your name, address and phone number (if you have one) and the date.	Be honest – don't say you enjoy bungee jumping if you get dizzy standing on a kitchen stool – you will get caught out at an interview.
Enclose a copy of your CV.	Keep to the facts and try not to oversell yourself.
Include your previous experience, and focus on your switchboard and typing skills.	Describe how you developed your skills and any qualifications you have got.
Include how you have developed your communication skills as a Christmas club representative.	Describe how you answer questions in person and on the phone, and include how you deal with complaints and handle difficult customers.

3 How to say it

Include the job reference number if there is one in the job details. Enter it below the opening line. For example:

Dear Mrs.....
Re: Job reference 345

Try to find out the name of the person you need to write to.

If you start with 'Dear Sir/Madam', end with 'Yours faithfully'.

If you start with the person's name (for example, 'Dear Mrs Smith'), end with 'Yours sincerely'.

Finally, double-check your spelling and grammar before sending the letter.

4 How the letter looks

Be neat – whether your letter is handwritten or typed. Leave plenty of space around the edges and a clear space between each paragraph.

If your application is in audio format, check the content is clear, to the point and easy to understand.

Use good quality plain paper and envelopes.

Check against your rough copy to make sure you have not missed anything.

Sign the letter and print your name underneath to make sure it can be read easily.

Ask a friend or relative to check over your letter before you send it.

Finally, make sure your application arrives on time. If you are posting it, allow for delays. If your application is late, the company might not even consider it and your time will have been wasted.

The letter

The following letter is an example of a cover letter you could send in response to the job Westfords Ltd had advertised.

Mr Knight
Westfords Ltd
500 Sample Street
Sample Town
LZX 1XX

Your address

Phone number

Date

Dear Mr Knight

I would like to apply for the job of IT Support Officer which was advertised in today's Journal.

For the past four years I have worked in IT with Brown's. As the company is moving to another part of the country, I will be made redundant in two weeks' time.

My present job involves various IT duties in person and by phone. I also:

- deal with IT queries
- handle incoming calls
- handle incoming and outgoing post
- order printer consumables.

Before this job I was a trainee with Brightson's (Solicitors) in North Street, Invertown and completed RSA I and II in Business Administration and have various Microsoft package experience.

I have always enjoyed working with people and think my previous experience will allow me to work as part of the team and to be an effective representative of your company.

I am available for interview at any time and could start work immediately. You can ask for references from my present and previous employers.

Please find enclosed a copy of my CV for more information.

I look forward to hearing from you.

Yours sincerely

Your signature
Your name

Filling in application forms

Some job adverts will ask you to fill in an application form. You may need to contact the employer to get a copy of the application form. If you need to fill in a Jobcentre Plus application form to apply for the job, you can get this from your nearest office or you can download it from www.jobcentreplus.gov.uk

How to apply your transferable skills

If you're applying for a type of job that you haven't done before, transferable skills can help you show an employer that you have the right skills for the job.

Let's assume that you have switchboard and typing skills, but that you haven't had contact with customers in your previous jobs. For the last 3 years, you have been a representative for a local Christmas club (where you help people to save up over the year, so that they can pay for the extra costs at Christmas). This means that you've become confident in talking to customers face to face, answering questions by phone and handling complaints.

Other tips on completing an application form

- Always check the instructions for filling in the application form (for example, whether you have to write in capitals, or fill in the form in black ink only).
- Spell the name of the company correctly!
- Prepare a draft of the application form and then transfer the information to the actual form (if you're filling it in by hand).
- Read over the job advert again and make sure the information you include on the form is relevant.
- Answer all questions and fill in all the boxes.
- If there are gaps in your employment history, say what you were doing during that time (for example, bringing up your children, or working as a volunteer for a charity).
- Include skills that you have developed outside work.
- Ask a friend or relative to check your application form before you send it.

Application form

(For more information on filling in application forms, please see page 25.)

Where you list your previous employment on an application form, include where you developed transferable skills. In this example, include the Christmas club and list your main duties, highlighting the skills you have developed.

Dates	Employment
January 2005 to present	Representative – Christmas club I manage the local Christmas club, helping my neighbours to save regularly and budget for Christmas. My main duties include answering questions from customers in person and by phone. I have developed my communication skills by handling difficult customers and complaints.

If much of your previous employment has been in a different type of job to the job you're applying for, don't expect the employer to work out for themselves what transferable skills you have!

Where you're listing your previous employment, highlight your transferable skills, using the list on page 10 and your own list of skills to guide you.

Example application form

Dates	Employment
January 2005 to present	I have been secretary for the Smalltown Cricket Club for a number of years. My duties have included drafting the minutes of meetings and putting together the club newsletter. These duties improved my written communication skills. The newsletter was well received by members.
October 2003 to November 2005	Warehouse operative – Farm Feeds My duties included stock control, organising deliveries and operating a forklift truck.

What is a CV?

A CV is a short list of facts about you and your work history, skills and experience. A good CV is essential when looking for work and it is worth spending time getting it right so it sells you to an employer.

Your CV should:

- be neat – typed if possible and to the best standard you can achieve in content and layout
- be short – 2 sides of a sheet of A4 paper is normally enough
- be positive – it should emphasise your achievements, strengths, successes and how you have contributed to your employers making a profit (add figures to support facts whenever you can and use positive action words, for example ‘consulting’, ‘negotiating’, ‘managing’ and so on), and
- make a good impression. This means presenting the facts about yourself in a clear and positive way.

How to use your CV

- **To apply to companies to see if they have any jobs available** – you can send your CV with a covering letter or e-mail asking if they have any current or future vacancies in your trade. You can find names and addresses of companies in newspapers or in trade or telephone directories.
- **To remind you what you’ve done** – you can use your CV to help you remember all the dates and information each time you have to fill in a different application form.

- **To help with applications by phone** – having your CV handy when applying for jobs by phone can help if you are asked to give more information about previous jobs. If you have hearing or speech difficulties and use textphone or Tynetalk, having a copy of your CV can cut down the length of time you spend making a call.
- **At interviews** – having your CV with you while you’re waiting to be called in can help you refresh your memory. It is also handy to leave a copy with the interviewer if they do not already have one.
- **Registering with recruitment agencies** – agencies may sometimes ask to see your CV before you can register with them.

What to include

There is no set format – how you present your CV is up to you. However, you should include at least the following:

- your name
- your address
- your phone number
- your e-mail address (if you have one), and
- your career history – put your most recent job first and include dates. Employers will be more interested in what you have done recently. Don’t leave gaps between dates, because employers will want to know what you did during those periods. If you don’t have much work experience, you could include temporary, holiday, part-time or voluntary jobs too. If you’ve had many different jobs, emphasise the skills and experience you have gained across those jobs (for example, skills in dealing with customers, or communication skills).

New laws on age discrimination mean that you do not need to put your age or date of birth on your CV.

Here are some examples you may want to include.

- **A personal profile** – this is a short statement at the beginning of your CV to sell yourself – your skills, experience and personal qualities. You could include positive words such as ‘competent’, ‘adaptable’, and ‘conscientious’. You should also tailor the statement to the requirements of each job that you apply for, so that you make it clear to the employer that you’re the right person for the job.
- **Achievements** – mention things you did well in your past jobs which could be relevant to the job you’re applying for.
- **Qualifications and training** – include any qualifications and training from previous jobs (for example, training in health and safety or a certificate in food hygiene). Again, put the most recent first. You can also include qualifications you got from school or college.
- **Interests** – these can support your application if your hobbies and leisure activities highlight responsibilities and skills that are relevant to the job you’re applying for. Perhaps you belong to a club or society which you organise activities for, or you use leadership skills or teamwork as part of the activity.
- **Other information** – it is up to you whether to include this, but it can be helpful if there are gaps in your CV. If you had a career break because you were caring for children or elderly relatives, make this a positive thing and think about the skills you used doing this. If the job you are applying for is different from what you have done in the past, explain why you are interested in the new type of work. If the gaps are because of time in prison or hospital, please see the **Other support** section on page 7 for help on what to say about this.
- **References** – you may not want to include these details on your CV but it’s good to have 2 or more people who can provide a work or personal reference. Ideally, one should be your most recent employer but if you haven’t worked for a while it could be someone who has known you for a long time who can comment on your qualities in relation to the job. You should ask the person to agree to this beforehand.

➤ **Tip – ask a friend or relative to read through your CV to make sure it is accurate and that it shows your skills in a positive way.**

Here are 2 example CVs as a guide and a template to help you write your own CV.

Curriculum Vitae

Mark Sample
51 Sample Close
Samplewell
Sampleshire
SA21 5SA

Tel: 01000 123456

Profile

I am a keen, conscientious, hard-working and reliable person. I am a good timekeeper and enjoy meeting people. I get on well with people and can work well either on my own or as part of a team. I can adapt to any environment and would like to use my skills to contribute positively to any work situation.

Achievements

- I set up my own fish-and-chip shop business, and recruited people to work for me.
- I became competent in dealing with accounts, paying wages and handling cash.
- I became a skilled machine operator in a printing firm.

Work history

- (Dates) **Self-employed.** Ran a fish-and-chip shop in Harton. Duties included running the shop every day, serving customers, handling cash, operating the till, paying wages and banking money.
- (Dates) **Halley's Printers**, Liddon Street, Harton. Machine operator. Duties included changing rollers on printing machines. Responsible for ordering paper and keeping records of stock.
- (Dates) **Birkton Boiler Foundry**, Birkton, Leicestershire. Boiler grinder. General duties included grinding boilers, which is a responsible job that involves checking for leaks. Operated a grinding machine.

Education

Attended Pembrook Secondary School and gained qualifications in English and maths.

Spare time activities

I enjoy reading, gardening, listening to music and spending time with my family.

Curriculum Vitae

Name: Melanie Sample
Address: 5 Sample Street
Samplewell
SA9 4SA
E-mail address: melaniesample@hotmail.com.uk
Telephone: 000 0000 0000

Education

(Date) Trinity School GCSEs:
Sample Town English, maths, art, geography, domestic science
LZX 1XX

Employment

(Dates) Popular Pizzas Senior assistant
Sample Town In charge of 7 staff, organising work rotas,
LZX 2XX ordering stock, cashing up, recruiting and training
staff, dealing with sales representatives.

(Dates) Popular Pizzas Catering assistant
Sample Town Helping to prepare fast food, general kitchen work,
LZX 2XX waitressing and handling cash.

(Dates) Newgate Inn Kitchen supervisor
Sample Town In charge of a busy kitchen, planning menus, cooking,
LZX 3XX cleaning, controlling stock, bookkeeping, banking
and supervising staff.

(Dates) Newgate Inn Kitchen assistant
Sample Town Helping out with serving, preparing food and running
LZX 3XX special events.

Qualifications and training

GCSE maths and English, Certificate in food hygiene.

Interests

Entertaining, playing pool and darts. I arrange darts and pool matches to raise funds for the Multiple Sclerosis Society.

Other information

I am punctual, reliable and work well under pressure, either as part of a team or alone. I am straightforward and positive with a friendly manner and a good sense of humour. This has helped me supervise staff and deal with clients and the public. I have been in positions of trust, handling money on behalf of others. My aim is to find employment in an environment with high standards and productivity.

References

Dick Nye, Manager	Desmond Cook, Area Manager
The Newgate Inn	Popular Pizzas
Sample Street	Sample Street
Sample Town	Sample Town
LZX 3XX	LZX 2XX
Phone: 000 0000 0000	Phone: 000 0000 0000

CV template

Use this template as a guide for writing your own CV.

Name:

Address:

Telephone:

Profile

[Put in a summary of your skills, experience and personal qualities (pages 25–28 will help you).]

Achievements

- [First achievement]
- [Second achievement]
- [Third achievement]

Work history

[List the dates here]

[Employment – include the details of your previous employment with the most recent first. Include your job title, your role and responsibilities and any achievements.]

Education

[List your school, college or university qualifications here.]

Hobbies and interests

[Include hobbies and interests that are relevant to the job you're applying for.]

Preparing for an interview

Getting invited to an interview means you've passed the first test – your application must have made a good impression.

Now you need to prepare yourself for the interview to make sure you make the best impression.

Before the day

Find out about the employer and the job – you could ask the employer if they have an information pack or you could look at their website.

It's helpful to find out the following things about the employer.

- What they do, make or sell?
- Who are their customers?
- What sort of organisation are they?
- What is the job likely to involve?
- How can you best fit your skills to match the job?

Plan for the interview

Find out about what the interview will involve to make sure you're prepared.

- If you have a disability, all employers must make reasonable adjustments for you so it is possible for you to have an interview. So, if you need the employer to make particular arrangements (for example, to help you get into the building), contact them before your interview to make sure they can make these arrangements.
- Think about who will be interviewing you. If it is the person who would be your manager if you got the job, the interview may be more detailed. If it's the personnel manager, the interview may be less detailed but could still be as testing.
- Find out how many people will be interviewing you and what their positions in the company are. This will help you prepare for the kinds of questions they may ask.
- Find out how long the interview is likely to last. This will give you an idea of how detailed it's likely to be.
- Find out whether you will have to take a test or make a presentation.

Plan your journey

- Consider travelling to the company the day before the interview to check how long the journey will take.
- If necessary, ask the employer for directions, bus routes or details of where you can park your car.
- Plan another way of getting there in case something unexpected happens (such as an accident blocking the road, or if your train is cancelled).
- If you have a disability, let the employer know so they can make any special arrangements (for example, arrangements for you to get into the building).

Creating the right image

This will depend on what sort of work you will be doing.

- Decide what to wear and get your clothes ready the day before.
- You don't have to buy a new outfit! Aim for a neat, clean and tidy appearance – if you look good it will help you feel good.

Gather together the information you'll need at the interview

- Take a copy of your CV or application form to refer to.
- Prepare notes or cue cards to help you if you think you might need a prompt during the interview.
- Bring items the employer has asked for (for example, references, certificates or your driving licence).
- Reread the job advert to refresh your memory – make sure you haven't missed anything.

Prepare for the questions you might be asked

The following is a list of 20 popular interview questions and some suggested answers to help you prepare.

1. Why do you want to work here?

Mention the following:

- the good reputation of the firm
- any other positive information you have about them (for example, their training record, or their equal opportunities policy), and
- that the job will give you the opportunity to do work that interests you.

2. Why did you leave your last job?

Be positive. Don't use this as an opportunity to criticise your previous company. For example, if you left for health reasons, point out that you are now able to carry out all the duties for the job you are applying for. If you were dismissed, say that you take responsibility for your actions and have learnt from the experience.

3. Have you done this kind of work before?

- If you have, tell them the skills and experience you have and how you can use them in this job.
- If you haven't, describe other work experience that is relevant to this job or which will help you learn this job quickly. Emphasise your interest and your enthusiasm to learn.

4. What did you do in your last job?

Describe the following things:

- skills and duties relevant to the new job
- your responsibilities
- how you worked with others
- if you worked with customers and, if so, how you worked with them
- how long you were there
- whether you were promoted, and
- responsibilities you volunteered to take on.

5. What kinds of equipment can you use?

- Name the types of equipment you can use that are relevant to the new job.
- Mention any relevant qualifications or training you have had.
- Tell them the length of time you have used this equipment.

6. How long have you been out of work and how do you spend your time?

Describe the following:

- what you have done to look for a job
- mention any voluntary work you have done
- mention any further education, study or training you have taken part in, and
- mention your hobbies and leisure activities – if appropriate!

Try to link what you did to the skills and experience the employer is looking for.

7. What makes you think you are the right person for this job?

Tell the interviewer about the following:

- the skills and experience you have which are relevant to the job, and
- the personal qualities that you bring to the job.

8. Why have you had so many jobs?

You could say the following things:

- you wanted to widen your experience in different types of work or in different companies
- many of the jobs were temporary, and
- you would rather be in work than out of work.

9. Why have you only had one job?

You could say the following things:

- you had several jobs within your last company
- the job offered you the opportunity to develop, and
- you enjoyed the work.

10. Why should I take you on?

Be ready for this question and answer confidently and positively:

- describe your skills and experience and how relevant they are to this job
- tell them you are enthusiastic and willing to learn, and
- tell them you are hard-working, reliable and capable.

11. Aren't you over-qualified?

Emphasise the following:

- you are looking for something different, and
- you can take as well as give instructions.

12. How do you get on with people?

- Describe how you have worked as a team in the past.
- Give examples of your ability to get on with people at all levels.
- Give examples of how you have provided good customer service, if this is relevant.

13. What makes a good team member?

Describe the skills needed, for example:

- good communication skills
- flexibility
- the ability to adapt to change
- the ability to co-operate with other people, and
- having a good sense of humour and so on.

Give examples of how you showed these in previous work situations or leisure activities.

14. How do you cope with pressure?

Describe pressures in previous jobs using a recent example (for example, how you coped with a deadline that had been brought forward, how you completed a rush order or dealt with staff shortages).

15. What are your strengths and weaknesses?

- Strengths – the employer should already know your strengths from your application but you may want to emphasise particular skills relevant to the job by giving examples.
- Weaknesses – start by describing parts of your last job which you found difficult and then explain how you overcame these difficulties or be brief but honest (for example, 'I can sometimes be a little too enthusiastic').

Remember: Employers value people who can admit their mistakes rather than blaming their failings on others.

16. What would you like to be doing in 5 years' time?

Explain that you would ideally like to be working for the same company but to have developed within it.

17. What wage do you expect to earn?

If the wage level is negotiable, be prepared to negotiate. The difficult thing to decide is where to start. If you tell them a wage that is too high, you could price yourself out of the job, but if you give an amount that is too low you could lose out. Before going to the interview, try to find out about wage levels in your area (for example, look at similar jobs advertised with your Jobcentre, in newspapers or on the internet). You might be able to use this information in your negotiations. If you are really not sure, then say you would expect to receive the going rate for the job.

18. How often were you absent from your last job?

- If you were hardly ever off work, say so.
- If sick leave has been a problem, explain why and reassure the employer that you have sorted out the problem.
- If you have had time off because of a disability, discuss this openly, including the possible solutions – be positive.

19. When would you be available to start?

As soon as possible! Do not put any barriers in the way.

20. Do you have any questions?

You may like to prepare for this, as it is almost always asked at an interview. Asking some questions (but not too many) can show you are interested. One or 2 of these may be appropriate.

- Do you offer ongoing training and development?
- What will my first job be?
- How soon will I hear the result of my application?
- Does the company carry out performance reviews and if so, how often?

Finally

- Try to get a good night's sleep.

On the day

Before you leave

- Give yourself plenty of time to get ready.
- Make sure you've got all the relevant paperwork with you.
- If you are delayed, contact the employer as soon as possible to explain, apologise and arrange another appointment.

When you arrive

- Aim to arrive about 10 minutes before the interview time.
- Give your name to the receptionist or whoever is there to greet you.
- Try to relax and keep calm.
- Chat to the receptionist, or whoever greets you before going into the interview. It will help calm you.
- Remember that the interviewer can be just as nervous as you!

At the interview

First, accept that it is natural to be nervous, and you may have a fast heartbeat, clammy hands and 'butterflies' in your stomach. These are your body's natural way of meeting a challenge, and in small doses it can help you.

You will make an impression in the first few minutes. It takes this time for people to assess you and store this information. Once you have made a first impression, it's hardly ever changed. It's important to make a good first impression.

If you are nervous, your voice may sound shaky and squeaky. Practise deep, slow breathing before you get to the interview. This will slow down your heart rate and help you avoid taking quick, shallow breaths if you are nervous.

Here are some general tips which may help you. Not all of these will be appropriate to you – use the ones which are suitable to your situation or style.

Do

- Enter the room confidently.
- Shake hands firmly and introduce yourself.
- Smile!
- Be polite and friendly – look the interviewer in the eye as soon as you enter the room.
- Check that it's OK to use cue cards or notes during the interview.
- Try to maintain eye contact with the person or people you are talking to.
- Look interested, and ask questions as well as answering.
- Answer questions as fully as you can, avoid just saying 'yes' or 'no'.
- Provide examples to prove your skills and achievements.
- Tell the truth.
- Ask if you don't understand a question.
- Speak clearly.
- Sell yourself – get your good points across and be positive.

Don't

- Sit down until the interviewer asks you to.
- Fidget, slouch in the chair or fold your arms.
- Swear (even mildly).
- Criticise your past employers.
- Interrupt.
- Draw attention to your weaknesses.
- Lie or be too enthusiastic. Stay calm and stick to the facts.

Remember, most employers like people who:

- listen
- answer questions with examples
- are brief and keep to the point
- come prepared, and
- appear confident.

Other types of interviews

Competency-based interviews

Competency-based interviews are designed to allow you to show your skills and experience in the main areas of the job. You may be asked to discuss examples of your previous work and achievements. The examples you give should expand on or be different from those on your original application form. Before the interview, you will need to list the skills and experience needed for the job and think about what you have done that you could use as an example for each one.

Group interviews

You may be invited to be assessed as part of a group. This is to test how you might work as part of a team. Be prepared to take an active part in the discussion or task and put forward your ideas. Be confident but not aggressive.

Telephone interviews

Some employers may carry out a first interview over the phone. Be prepared for this when phoning employers by having your CV handy and reading through the sample questions in this booklet.

Skills tests or work sample tests

These tests are designed to measure the level of your knowledge or understanding of the job (for example, typing tests and so on). Find out what the test will involve and try to practise before the interview.

Personality tests

You could be asked questions about your thoughts, feelings and behaviour in certain situations. There is no such thing as a right or wrong answer, as the overall picture is what is important. The end result is a personality rating used to see if the person fits the job advertised. Analysing these tests is a highly-skilled process and larger organisations may use these tests along with other methods.

Aptitude tests

Aptitude tests are designed to predict how well you might do certain tasks. They test abilities such as:

- reasoning with words, numbers or diagrams
- problem-solving, or
- following instructions.

These are usually set as a test paper which you have to finish within a set time. You can do practice tests to try to improve your ability.

Once you get a job you can find out if you are eligible for tax credits or other benefits by visiting www.direct.gov.uk

Important information about this leaflet This leaflet is only a guide and does not cover every circumstance. We have done our best to make sure the leaflet is correct as of November 2008. Some of the information may be oversimplified, or may become inaccurate over time, for example because of changes to the law.

***Call charges** Calls to 0800 numbers are free from BT land lines, but you may have to pay if you use another phone company, a mobile phone, or if you are calling from abroad. As at September 2008, calls to 0845 numbers from BT land lines should cost no more than 4p a minute with a 7p call set-up charge. You may have to pay more if you use another phone company or a mobile phone, or if you call from abroad. Calls from mobile phones can cost up to 40p a minute, so check the cost of calls with your service provider.

Textphones Our textphone numbers are for people who cannot speak or hear clearly. If you don't have a textphone, you could check if your local library or Citizens Advice Bureau has one. Textphones don't receive text messages from mobile phones.

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