



# **Catch22 Employment Guide**

**Pointing towards success!**

**made by the  
young people from**

**catch  
22**

# Introduction & Contents

**Welcome to the Catch22 Employment Guide.**

**The guide that provides helpful advice and handy tips.**

This guide has been put together by Sean and Nathan from Catch22. The information that we have put in this booklet should help you in the process of getting a job. It covers all different types of areas throughout the period of applying and seeking work.

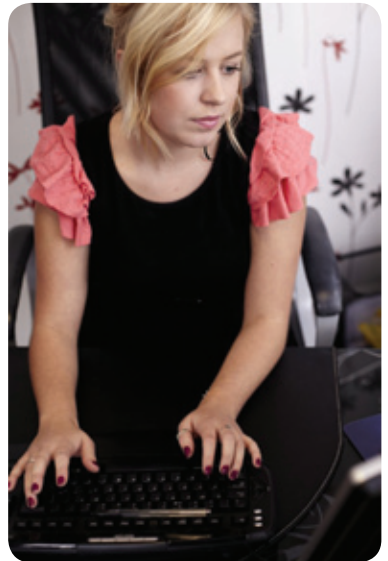
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# CV Tips

**CVs can often be hard to plan and it is difficult to know where to start. I found it easier to list all the main sections before starting, so for example:**

- Name, Address, contact information
- Profile about yourself  
(tailored to each job role)
- Employment History and Experience
- Qualifications, training
- Interest and hobbies
- Any additional information



## **Employers do prefer a one page CV.**

Usually a CV should be no more than two pages and that's on A4.

This doesn't just mean make your writing smaller!

Keep it punchy, to the point, and save those little details for the interview.

Some employers use computer technology to assess each CV they receive.

# CV Tips

Things that  
are wrong  
with this CV

## Bad CV Example

### arthur

123 office road, narnia, neverland, nn123 6fd

Im good at talking and listening and I can read and right.

punctuation  
and grammar

### Skills-

I am good at talking to people and learning new stuff.

I usually get to places on time.

I have an 80% shot accuracy on cod.

unrelated and  
useless information

### Working history-

I helped my granddad out with his garden.

My mum pays me for doing chores around the house weekly.

### Education-

English maths and science at school.

lack of  
Information in  
important areas

### Things I like to do-

Play Xbox.

See friends.

### Additional info-

If I remember anything else I will let you know cheers.

# CV Tips

## Good CV Example

### Personal Profile –

A self-motivated, reliable and hardworking team player with a range of related experience.

### Skills -

Very Punctual

Excellent Communication

Working under pressure

Team player

### Employment History -

#### **Work Experience at Co-op - Jan 2011**

Responsibilities & Duties

Stock control – Checking stock levels and replenishing shelves.

Customer service – Dealing with questions and enquiries.

Key holder – Locking up when the shop closes and putting the money in the safe.

### Qualifications

#### **Sun Down Comprehensive School**

**Sep 2005 - July 2010**

English      B

Maths              C

Science      C

RE                  D

IT              C

Business Studies   B

### Hobbies & Interests

Helping out friends and family with plumbing issues.

# CV Tips

A good CV should have no more than 1000 words. When explaining skills you have in bullet points, **don't** start each bullet point with 'I can...' or 'I have...' use the heading for those bullet points to explain that the following are particular skills that you hold.

## Example;

~~(I have)~~ Excellent customer service skills

Many CVs are sorted using an elimination process – meaning that the person sorting through the CVs will be looking for obvious errors, which is why checking your CV for grammatical errors is important! The pile that is left is usually then sorted into the selection process, which is the pile that would be contacted by the company.



When typing up a CV don't use funky font or colours, keep it in a simple font in black. Fonts like Times New Roman and Arial, are advised as some CV checkers would open your file on an older version of Microsoft Office and if you use newer fonts, it could potentially throw your text out of order.

**“Experience is key, not to put too many jobs on the CV that aren't relevant, layout is important!”**

- Vicky from Paperbox LTD

# CV Tips

**Being asked to submit CV is your invitation to get an interview, so you could be perfect for the job, have the right skills, qualifications and experience, but if your CV looks unprofessional and full of errors, they won't even consider it!**

## Fonts and Formatting

- Use font style carefully and wisely, make sure that your font is easy on the eye.
- Use bold text on information that you want to catch the eye of the reader, so it's one of the first things that the reader looks at.
- Use different font (so bold font) to separate information.
- Also things like spacing and underlining different areas help the reader to define the different areas of the CV, so they can easily work out which part of the CV they are looking at.

When writing about a job role you had, don't just describe the key traits of the job role and the main responsibilities, also put down particular aspects of the role you're particularly good at and even how you made a positive impact within that role, as some responsibilities within a role are pretty obvious and would be looked over by the reader, so you have to consider what information relating to that job role, gives you a stronger sense of recognition. So you have to recognise ways that you performed that role to make it easy for the reader to find.

# Letters and E-mails

Being **pro active** in finding an opportunity with an employer - send letters with CVs and emails.

When looking for a job or placement, you have to be **motivated, committed** and use your **initiative**. Depending on your situation and how much experience you already have, depends on how long it will take to find a job or placement.

Staying **motivated**. This could be to do with money or generally having a job, either way, you need a motivation.

Being **committed**. Staying with cause, not being thrown off by distractions or rejections. It might take months and months and you might end up writing 100 letters, it might cost money, but you have to stick with it, otherwise you will never prevail!

Using your **initiative**. If you're trying to find a job or placement and you stick to just one method for months, without any positive results, you need to use your initiative and change tactics. For example, if you're just using recruiting websites to try and find a job, start phoning companies yourself or sending e-mails directly, just to increase the chances of getting a response.

To have direct contact with employers you can send them a personal letter (professionally written) enquiring about any possible vacancies or job that are available that match your skills so attach your CV with it.



# Letters and E-mails

**The e-mail itself shouldn't be too long, as they'd be put off if they opened it to find an essay.**

So, the first paragraph explaining who you are and what you're enquiring about, the second paragraph about your skills and what you could bring to the table, so some skills, experience and qualifications, but just an insight, not too much detail or information, as that's what your CV is for. The final paragraph or few lines to let them know you have attached your CV and that you look forward to hearing back from them.



I've made an example of a professionally written letter for you to take a look at, so you can see the layout, what type of language would be used and how to present yourself.

# Letters and E-mails

Mr/s' 'Your Initial' 'Surname'  
First line of address  
Area or Town  
County  
Postcode  
Date

Company Name  
First line of address  
Area or Town  
County  
Postcode

Dear Mr Employer

## **RE: Job Enquiry**

My name is 'Your name', I am writing to you to enquire about available positions within your company. I was looking on your website and found you have vacancies for an administration assistant and I feel I would be perfect for the position.

I am currently unemployed as I recently finished a course in Business Studies which gave me a Merit in the particular qualification. Although I haven't had any office environment based experience, I feel with my current set of skills and characteristics, I would find it easy to adapt them to a working environment, rather than educational.

I have a fantastic memory so would be fine working in an environment where there were lots of information and details I need to know about. I'm punctual, a great communicator, confident with individual work and being in a stressful environment.

I've attached my CV for you to take a look at. If you're unsure about how I would cope given my lack of experience, I would be willing to work for a weeks trial for to see how I cope and get on with tasks.

Look forward to hearing from you.

Yours sincerely/faithfully,

Your name

# Interview Tips

## Sean and Nathan's Interview Master-class

In the past when we have asked for advice and tips from people for interviews, we received a lot of different feedback. In most cases, you will not remember to pull off all the tips that you hear. So we are going to tell you the tips and advice we think are the most useful.

### When going into an interview:

**Sean says:** "Put your mind in a positive place; if you have had a bad day you will not have a positive attitude going into the interview and it will show. You may come across negatively or seem like you have a lack of interest, even if you're genuinely interested in the position. So before the interview, put your mind in a happy place. This can help to give you a positive outlook on life and makes you look a lot happier."

### Breathing is important,

**Nathan adds:** "Before you go into an interview take control of your breathing to help you deal with the nerves. If you lose control of your breathing your voice could crack or you could even choke (which is when you have an answer, but your throat is so dry and clamped that you can't talk). So before you go in for an interview, just take a minute to breathe."

**“Appearance is important, good attitude to work and being polite, also have good timekeeping.”**

- Liz, Celly's Hairdressers

# Interview Tips

## **When answering questions take your time and think it through**

**Sean:** “An interviewer would rather you take your time to answer the question properly than rush into it and talk about an unrelated subject. If you don’t understand a question, don’t just try to blag it. You should ask the interviewer to repeat or rephrase the question. Alternatively, you can repeat the question querying the part that you don’t understand. The interviewer will appreciate it more if you try to understand the question before answering than if you rush in and answer it incorrectly.”

## **Find out what you will be facing.**

**Nathan:** “Companies often do their recruiting process differently and there is no standard process that you can prepare for. Try to find out what the interview process is going to be like for the job you have applied for so that you can prepare yourself for each stage. Don’t be in the position where the interviewer suddenly says, ‘Right, I need you to take a short test...’ which might throw you off, so be prepared.”

## **As for what to wear.**

**Sean:** “Just wear smart clothes, for example a suit or shirt with smart trousers, because although you may not be wearing those particular clothes on the job, it shows that you like to present yourself well and that you are showing respect for their work environment. Whatever sort of jobs it is wear smart clothing, preferably a suit, to give off the best impression.”

**“Be well presented e.g, clean nails and shoes.  
Also how they speak and a positive attitude”**

- Vicky in Paperbox LTD

# Interview Tips

## Good manners go far.

**Nathan:** “When you walk in a simple ‘Good morning’ or ‘Good afternoon’ will be fine, and then start some casual conversation, ‘how are you?’, ‘how has your day been?’. Questions like this show how human you are. Also when you first see the person who will be interviewing you, put your hand out to shake their hand, be warm and polite. When leaving the interview, shake their hand again and say, ‘It was nice to meet you’. These things aren’t hard to remember, they seem so small, but they will get you far.

Don’t stress yourself out too much with this advice about interviews, just remember to relax yourself and control your breathing. Think and be in a positive mind set, feel happy. Take your time, you’ll come across more professionally. You’ll also sound like you know what you’re talking about.

And last but not least—

## BE ON TIME!



## Quotes

**“We can do anything we want to do if we stick to it long enough.”**

Helen Keller

**“I cannot look back with regrets, but I can look forward optimistically.”**

Cornelius Kilgore

**“It’s not how many times you get knocked down that count, it’s how many times you get back up.”**

George A. Custer



## Quotes



Maya Angelou



George A. Custer

**“Be the Change you wish to see in the world”**

Mahatma Gandhi

**“We may encounter many defeats but we must not be defeated.”**

Maya Angelou

**“Believe you can and you’re halfway there.”**

Theodore Roosevelt

**“If you’re going through hell, keep going.”**

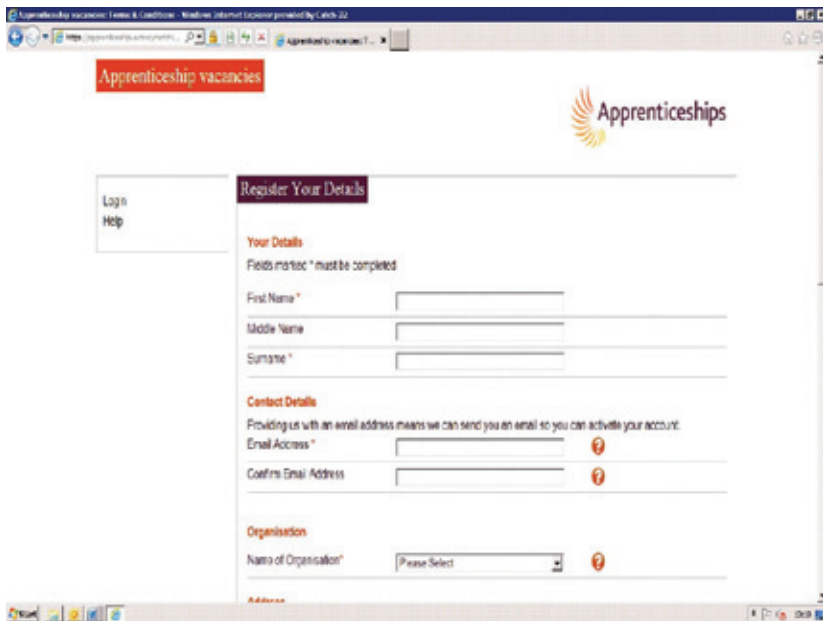
Winston Churchill

# Apprenticeship website

## Apprenticeship vacancy matching service

<https://apprenticeshipvacancymatchingservice.lsc.gov.uk/navms/Forms/Candidate/VisitorLanding.aspx>

Go on the internet and use this website (above) for searching for an apprenticeship and register your details and upload your CV and then start searching.



The screenshot shows a web browser window displaying the 'Apprenticeship vacancies' website. The page features a navigation menu with 'Login' and 'Help' links. The main content area is titled 'Register Your Details' and contains several sections: 'Your Details' with fields for 'First Name \*', 'Middle Name', and 'Surname \*'; 'Contact Details' with fields for 'Email Address \*' and 'Confirm Email Address', accompanied by a note: 'Providing us with an email address means we can send you an email so you can activate your account.'; and 'Organisation' with a dropdown menu for 'Name of Organisation \*' set to 'Please Select'. There are also 'Address' fields at the bottom. The website logo, 'Apprenticeships', is visible in the top right corner.

When registered you will find a page like this that has everything you need to start uploading your CV and applying. It will give you regular updates and messages after you start applying.

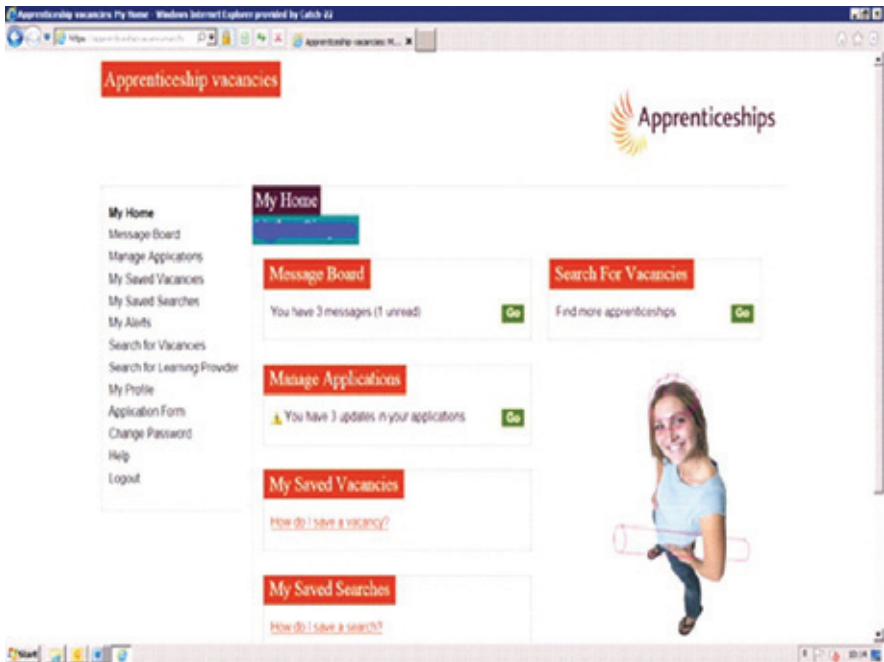
Also when you upload your CV employers can access your profile and be able to contact you if they are interested in meeting you.



# Apprenticeship website

When searching you will see this page and you can search for specific type of job which will narrow down your results or you can be broader with your search.

My home: this shows you if you have any new messages, a direct access to search for vacancies, be able to manage applications, saved vacancies and saved searches.



**Message board:** this shows you if you have any new messages, who the subject is about and the date of the message.

**Manage applications:** you can view all the different applications you have sent and where they are in the process of applying.

**My saved vacancies:** here you would find vacancies that you were particularly interested in, to save you having to look for it again.

# Apprenticeship website

**My saved searches:** here you would find searches that you created that found particular jobs that you were interested in.

**My Alerts:** These let you know important information about applications you have made, whether it's a rejection or letting you know the company have received your application or even a message from them asking to meet you.

**Search for vacancies:** here you can search for vacancies that are currently available for apprentices, you can be as detailed as you want or have a very broad search.

**Search for learning providers:** here you will find different organisations and bodies that would represent you and help you find a placement, you would need to contact them to help you find a placement.

**My profile:** this shows you your personal details as well as the place where your CV is kept, also it shows your information for job preferences and your skills, qualifications and experience.

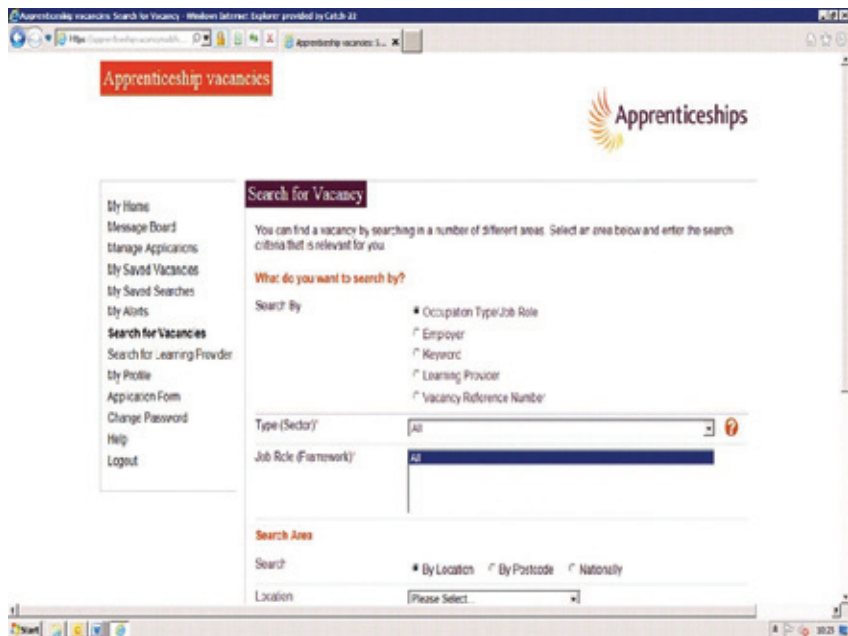
**Application form:** this shows you your details of yourself, as well as the skills you have, qualifications, etc., this is where you input that information, to then be viewed on your profile, also for when you apply for a job, the information that you put on here would be viewed on the application form.

**Change password:** allows you to change your password!

**Help:** if you have difficulty using the features on the site, this will guide you through.

**Logout:** for safety reasons, remember to logout.

# Apprenticeship website



# Biographies



**Name:** Sean

**Age:** 21

**Location:** Bournemouth

**Job Title:**

**Business Administration Apprentice**

*“In the last year I’ve spent most of it on JobSeekers, as I found getting work was very difficult. I spent 10 and a half months on JobSeekers, which was not fun at all. Then in November, I came across Catch22 and got in contact with them about an apprenticeship in business administration. They seemed interested in my CV and asked me in for an initial meeting, which went successfully.*

*I then had an interview, of which I passed and was accepted for the apprenticeship. Which showed me that although I might not have any experience or a lot of knowledge about business administration, they saw a lot of potential in me and decided to take me on.*

*I have appreciated this ever since!”*

# Biographies



**Name:** Nathan

**Age:** 18

**Location:** Bournemouth

**Job Title:**

**Business Administration Apprentice**

*“Over the last 3 years I’ve had highs and lows, it is important to have positive people around you who believe in your skills and ability’s. My family and friends all got behind me and gave me support when I needed it most.*”

*I spent months thinking about what I really want to do in life, but now I’m finally on the right track, Catch22 have provided me a springboard to gain knowledge and experience in the business industry.*

*I’ve always believed in myself to be successful and to never give up”*

# Job Search

There are many ways of job searching, some are simpler than others. Searching via the Web these days is one of the most popular way to find a job but not the only way. Some people prefer to walk into a place of work and give there CV in, others prefer to e-mail the employer. News papers are a good way to find a job through companies advertising and they also advertise job fairs in the local area for people looking for work can attend and find more information about what jobs are out there and how to apply.

## Via the Web

Here are a few main websites to start searching for jobs:

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

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

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

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

<https://www.gov.uk/jobs-jobsearch>

<http://www.apprenticeships.org.uk>

If you sign up to these websites you can upload your CV to most websites for employers to look at but also for when you apply for a job through the website.

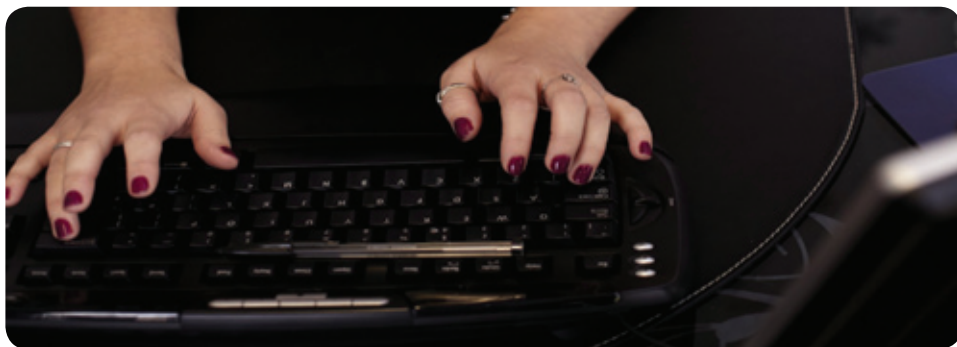
# Job Search

## Walk into a work place

Print many CVs out to have handy to give to employers in person, also have an attached letter. If you know specifically what shop you're giving it to then you can personalise the letter for that shop. If you are giving out to many shops then you can create a letter that is standard to what is required to the majority. If you decide to do this option, wear smart casual clothing to give a good impression to the employer. When giving your CV to a place of work ask if you can speak to the manager and to be able to give the letter straight to them, if not then request that it will be given to the manager.

## Company Websites

Most companies have a website and update roles regularly for you to access job applications or view current available vacancies either to apply or enquire. They would have contact details for you to enquire about a particular vacancy or vacancies.



## Local Newspapers

Your local newspaper would advertise jobs on a regularly basis and also would have a website available to go on and apply or enquire more.

Sometimes when you're on a job search website, jobs pop up that say, 'earn 50000 a year!', usually there's a big catch and you probably wouldn't earn that much anyway.

# Job Search

## Step by step guide

Read CV tips to create or improve your CV to where it has everything you've done.

Look for jobs via – (website, agency or company websites) for your chosen area.

Edit your CV to fit the needs and description of the job using your own skills.

Write a letter – you can refer to the letter writing example to complete your own.

Apply using your edited CV and letter – whether that's online or sending it in the post.

Give it a week or two and then ring up to enquire about receiving your application.

If you're successful with your letter and CV (or application) refer to the interview tips to prepare yourself for the recruitment process.



# Confidence and Motivation

## You have to believe in yourself!!

You have to have the right support around you, to give you belief in the toughest of times to stick with finding the right job for you.

If you don't believe in yourself, you won't succeed, because you will always have that doubt.

You have to look at your skills and use your stronger skills to aid and benefit you!

## **This is from [www.northshorehypnosis.com](http://www.northshorehypnosis.com) it gives you a nice round up of things that help with motivation:**

'You'll Increase **Motivation** by Linking Your Goal to a Reward

A sense of pride

A sense of satisfaction

Accomplishment on an intellectual, emotional or social level

The satisfaction of experiencing growth

The development of your skills or talents'



# References and Websites

## References:

<https://apprenticeshipvacancymatchingservice.lsc.gov.uk/navms/Forms/Candidate/VisitorLanding.aspx>

<http://www.apprenticeships.org.uk>

[www.catch-22.org.uk](http://www.catch-22.org.uk)

## Useful Websites:

[www.catch-22.org.uk](http://www.catch-22.org.uk)

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

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

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

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

<https://www.gov.uk/jobs-jobsearch>

[www.nationalcareersservice.direct.gov.uk/advice](http://www.nationalcareersservice.direct.gov.uk/advice)

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

## What we do

Catch22 is a charity dedicated to helping young people out of difficult situations and supporting them to make positive changes in their lives. We believe every young person de-serves the chance to get on in life and to work for a living.

## To find out more:

**[www.catch-22.org.uk](http://www.catch-22.org.uk)**



**Every young person deserves  
the chance to get on in life.**

**No matter what.**



[www.catch-22.org.uk](http://www.catch-22.org.uk)

Catch22 Charity Limited Registered Charity no. 1124127

**made by the  
young people from**

**Skills  
Funding  
Agency**



In partnership with AELP



Created by Sean Cadle & Nathan Simpson