

5

Writing a CV



How do you get a job?
 Have you written a CV?
 Do you know what a job description is?

What you will do

This unit is about writing a CV and understanding job descriptions. These are the skills you will practise. Which are the most useful for you? Tick the boxes.

Listening and speaking

Skill	Skill code
<input type="checkbox"/> Listening and answering questions about your experience in a Jobcentre Plus interview	SLlr/E3.1, 4, 6
<input type="checkbox"/> Making a telephone call to a company to enquire about a job	SLc/E3.1, 4

Reading and writing

Skill	Skill code
<input type="checkbox"/> Matching up people's skills to job adverts	Rt/E3.8
<input type="checkbox"/> Reading and understanding a job description	Rt/E3.8; Rw/E3.1; Wt/E3.4; Ww/E3.1
<input type="checkbox"/> Knowing what makes a good and bad CV	Rt/E3.1
<input type="checkbox"/> Planning, drafting and writing a CV	Wt/E3.1; Rs/E3.3
<input type="checkbox"/> Checking the presentation of your CV	Ww/E3.2, 3

Project work

At the end of this unit, you will be able to write a CV.

Ayesha's profile

Ayesha Crehan is looking for a job at the Jobcentre. Her advisor is asking her some questions. He wants to build up a **profile** of her personal details, skills and experience. Discuss in your group, what you think a profile is and the questions you think the advisor needs to ask to build up Ayesha's profile. Write the questions on the whiteboard.

Activity A • Listening

Listen to the audio clip of Ayesha's interview at the Jobcentre. The job adviser asked her some questions. Are your questions on the whiteboard similar to the ones the personal adviser asked? Listen to the audio clip again. Write four examples of questions that the job advisor asked that did not feature on the whiteboard.

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Activity B • Reading and listening

Ayesha's advisor has filled in a profile form. The information is organised under different headings, as it would be on a **CV**.

('CV' is short for 'curriculum vitae', which is Latin for 'the course of [a] life'.)

- 1 Listen to the audio clip again.
- 2 Focus on Ayesha's personal details, skills and experience.
- 3 **Check** that the advisor has filled in Ayesha's details correctly.



Surname	Crehan			
First name(s)	Ayesha			
Date of birth (DOB)	16.08.1980			
Education / qualifications	NVQ in Business Administration			
Skills	Basic computer skills: word processing. Driving. Good communication skills.			
Work experience				
Strengths	Easily bored			
Type of work	Full-time	<input checked="" type="checkbox"/>	Part-time	<input checked="" type="checkbox"/>
	Permanent	<input checked="" type="checkbox"/>	Temporary	<input type="checkbox"/>
Referee	College lecturer			

Activity C ● Reading and writing

A personal statement helps to outline your best qualities and skills. Read Gary's personal statement below.

*Gary
I spent five years working as a waiter but I am now a trainee technician at our local city learning centre.
I have just finished my CLAIT course at night school and I am looking for a job. I am very easy going and I work well on my own and with others. My good points are that I'm always on time and I get on well with people because I am very friendly. I am a good listener when people have complaints.
I think I would be a good person for the job because I'm good with people and I'm very reliable. I have a good imagination and I work well under pressure.*

- 1 Count up how many times the word 'good' is used in Gary's personal statement.
- 2 Discuss with the group other words or phrases you could use instead of 'good'.
- 3 Make sure that they fit the sentence, e.g. 'excellent' is another word for 'good' but you would not say 'My excellent points are...'. It would be better to say 'My strong points are...'.
'My strong points are...'
- 4 Write new sentences using alternative words to 'good'.

Activity D ● Reading and writing

In the boxes below, organise Gary's personal statement under the four headings.

Education	Skills
Work experience	Strengths Punctual, reliable

Tip

- We put information under headings because it is easier to find.

Activity E ● Speaking and writing

In a group of three, take it in turns to be a job seeker, a job advisor and an observer.

- 1 Fill in each other's profile on the forms provided by your teacher.
- 2 Make a list of the things you could do and say to put the person at ease.
- 3 Make a list of the body language you could use to show you are interested.
- 4 The observer will make notes on your body language and will tell you if you have taken down an accurate profile.

Choosing the right job

- 1 Your teacher will provide you with photocopies of different job adverts.
- 2 Identify the job title, place of work and any other important information about the job, e.g. salary.
- 3 Report your findings to the group.

Activity A • Reading

Part 1

- 1 Read the job adverts.
- 2 Which job do you think would suit Ayesha?
- 3 Discuss your choice with the group.



When the job advisor was looking for the right job for Ayesha, this is what he wrote.

Job choice	Receptionist, Beeches Medical Centre.
Job description	Person needs to be organised, friendly. Needs computer skills.
Matching profile	Ayesha has computer skills (she has already started her NVQ). Good opportunity for Ayesha as training is given on the job. She can work flexible hours. This will fit in with her family life.

Part 2

- 1 Look at the profiles from page 3 and choose a job for another person from the job adverts in your local newspaper.
- 2 Write a description of the job and then **match** the other person's profile to the job.

Job choice	
Job description	
Matching profile	

Making a telephone call

- 1 Have you ever asked for information about a job over the telephone?
- 2 Discuss any problems you have experienced when asking for information over the phone.

Activity A • Listening

Ayesha has decided to find out more about the receptionist's post at Beeches Medical Centre.

- 1 Listen to Ayesha practising the telephone call with her friend Jen.
- 2 Did Ayesha give the correct information and speak clearly so that the other person could understand?
- 3 Listen to the audio clip and complete the table below with another person.

Has she:	Done?	Did she speak clearly? Write rough notes below
Asked for the correct person to talk to?	X	
Stated why she is calling?		
Given her job choice?		
Given her address?		
Given a contact phone number?		Not clear, spoke too fast
Asked about the job?		
Said thank you?		

- 3 If you were Ayesha's friend, how would you help her **improve** her telephone technique?
- 4 Discuss and write a list of telephone tips in your group.

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Activity B ● Reading

To prepare for her call, Ayesha has written down some phrases. Think about the possible responses that the practice manager could give Ayesha.

<i>Making sure I've got the right place!</i>	Good morning, is that the Beeches Medical Centre?
<i>Asking to speak to someone</i>	May I speak to Gemma Stevens? Is Gemma Stevens there?
<i>Reason for the call</i>	I am calling/enquiring about the receptionist's job.
<i>Asking them to send me information</i>	I would like to receive more details about the job. Could you send them to my address?
<i>My details</i>	(My day time and evening phone numbers and address).
<i>Thanking someone</i>	Thank you very much for your help. I look forward to receiving the information. Thank you. Goodbye.

Activity C ● Speaking and listening

Ayesha needs to prepare some of her own questions to ask the practice manager.

- 1 Work in pairs to think of questions for a telephone call to make sure Ayesha obtains the information listed below.
- 2 Add to the list any additional information Ayesha may need to find out.
- 3 Check your questions with the group.

Things Ayesha needs to ask about	Questions
transport	<i>Are there good transport links to the surgery?</i>
flexible hours	
crèche for Simon	
last day to apply for job	

Activity D • Listening

Now Ayesha is ready to call the practice manager.

- 1 Listen to Ayesha as she calls the practice manager.
- 2 Have a pen ready to write the answers she receives to her questions.

Ayesha's questions	Answers
transport	
flexible hours	
crèche for Simon	
last day to apply for job	

- 3 How have Ayesha's communication skills improved?

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Activity E • Speaking

In a group of three, carry out the following role-play exercise.

Learner A is the candidate for the receptionist's job and has to ask for information on the phone. He or she wants to have a job description sent through the post.

Learner B is the practice manager.

Learner C is the observer. He or she must give feedback on how **Learners A** and **B** could improve their communication skills.

- 1 Use the questions you have prepared earlier in the group.
- 2 Write down the answers.
- 3 Check by asking the practice manager to repeat information.

Activity F • Writing and speaking

- 1 Prepare a telephone call for a job that you are interested in. Write down the important phrases you should use.
- 2 Ask for the job details on the telephone.



Information on the job

Activity A ● Speaking

When you apply for a job, you usually have to phone the company for a **job description**. What information might be provided in a job description?

- 1 Use the following headings to lead a group discussion.
- 2 Write your answers on the whiteboard.

Responsibilities and duties	Essential requirements of the post	Desirable skills	Additional information
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Activity B ● Reading and writing

Look at the jumbled phrases below. In pairs, work out where you think they go under the headings above. Then add them in the appropriate place to the form on page 9.

A good telephone manner
 Basic computer skills
 Filing repeat prescriptions
 Some experience of working with the public
 Welcoming patients
 Collecting mail
 Tidying the noticeboard
 We will provide training on the job.
 Telephone 07711 678 23431
 An excellent working knowledge of *Microsoft Office* would be an advantage
 e-mail: gStevens@beechesmedicalcentre.com
 Salary: £8,000 per year



BEECHES MEDICAL CENTRE

Job description – Receptionist

This is an ideal opportunity for a college leaver

Responsibilities and duties

Booking appointments

Answering the telephone and taking messages for doctors and nurses

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It is essential that the post holder has/is:

Well-presented, friendly and out-going

Organised

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Desirable skills

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Additional information

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Position type: Full-time, permanent

Please send your CV to:

Gemma Stevens, Practice Manager, Beeches Medical Centre,
21 Hart Street, Liverpool, L5 2AU

Activity C ● Speaking and writing

- 1 What might be included in a job description for a fitness instructor, hospital porter or trainee chef? Discuss this as a group.
- 2 Write a job description for one of these jobs or another of your choice. Write as neatly as you can. Discuss your handwriting with your teacher.
- 3 Proof-read your job description and check for correct punctuation and spelling.

The CV

Ayesha has been asked to send her CV to the Beeches Medical Centre. Her job advisor has given her a template to use.

	<p>Your name</p> <hr/> <p>[Address and post code] [Phone number] [e-mail address]</p> <hr/>
Experience	<p>Job title</p> <p><i>[Dates of employment], [Company name], [City/town]</i></p> <p>[Job responsibilities/achievements]</p> <hr/> <p>Job title</p> <p><i>[Dates of employment], [Company name], [City/town]</i></p> <p>[Job responsibilities/achievements]</p> <hr/> <p>[Job title]</p> <p><i>[Dates of employment] [Company name], [City/Town]</i></p> <p>[Job responsibilities/achievements]</p>
Education	<p>[School name], [City/town]</p> <hr/> <p><i>[Dates of attendance]</i></p> <p>[Qualifications]</p> <p>[Qualifications]</p>
Interests	<p>[List interests relevant to your job]</p>
References	<p>References are available on request</p>

Activity A ● Reading and writing

- 1 Check that Ayesha has entered all the details correctly on her CV.
- 2 Mark on the page where you think Ayesha has missed information.
- 3 Check the punctuation. Has Ayesha used capital letters in the correct place?

	<p>Ayesha Crehan</p> <hr/> <p>10, Sefton Park Road, Liverpool, L2 4AY</p> <hr/>
Experience	<p>Part-time admin. assistant</p> <p>My duties include:</p> <ul style="list-style-type: none">• Photocopying and filing invoices.• Making tea for visitors.• Answering the phone on the switchboard. <hr/> <p>Sefton Park Community Playgroup, Liverpool</p> <p>My responsibilities are:</p> <ul style="list-style-type: none">• Assisting with the running of the playgroup two days a week.• Organising play activities.• Supervising up to ten children.• Welcoming the children and their parents in the morning. <hr/> <p>Baker's Oven, Liverpool</p> <p>Shop assistant</p> <p>I worked in a bakery.</p> <hr/>
Education	<p>NVQ Level 1 in Business Administration</p> <p>Second part of NVQ still to be completed.</p> <p>Jacksons Lane High School, Sefton Park</p> <hr/>
Interests	<p>I don't really have any.</p> <hr/>
References	<p>References are available on request.</p> <hr/>

Activity B ● Speaking and writing

Discuss the elements that should be included on a CV. Make a checklist on a separate sheet of paper.

Activity C • Writing and speaking

Part 1

- 1 Read the job description for the post of receptionist at the Beeches Medical Centre on page 18.
- 2 Look at how it is laid out. Organise it under these headings so that it is easier to find the information.

Duties	Skills	Additional information

Part 2

Organise Ayesha's skills and experiences from her profile under the following headings.

Experience	Skills	Education

Part 3

Discuss the following questions in a group.

- 1 Do Ayesha's skills and experience match the job description?
- 2 Would Ayesha be a suitable candidate?



Part 4

- 1 Write down your skills, experience and education.
- 2 Would you be suitable for a job you would like to apply for?
- 3 Identify your skills and experience and match them to a job description of your choice.





Spelling

Prefixes were covered at Entry 2. Prefixes (such as 'un-', 'dis-' and 'mis-') help us to understand the meanings of words. E.g. 'mis-' often means 'wrongly' or 'badly'.

Prefix	Word	New word	Meaning
mis	behave	misbehave	to behave badly

'dis-' gives the word an opposite meaning.

Prefix	Word	New word	Meaning
dis	obey	disobey	opposite of 'obey'

'un-' gives the word an opposite meaning.

Prefix	Word	New word	Meaning
un	happy	unhappy	opposite of 'happy'

Activity A

Complete the table below.

Word	Word meaning	Add prefix	New word	New meaning
behave	act in a polite way	mis	misbehave	to behave badly
read	understand the meaning of written words	mis	misread	to read or interpret wrongly
judge		mis		
print		mis		
use		mis		

Activity B

Write the prefix 'un-' or 'dis-' in front of the words below.

1 ___ dress	2 ___ agree	3 ___ trust	4 ___ do
5 ___ fair	6 ___ similar	7 ___ approve	8 ___ important



Activity C

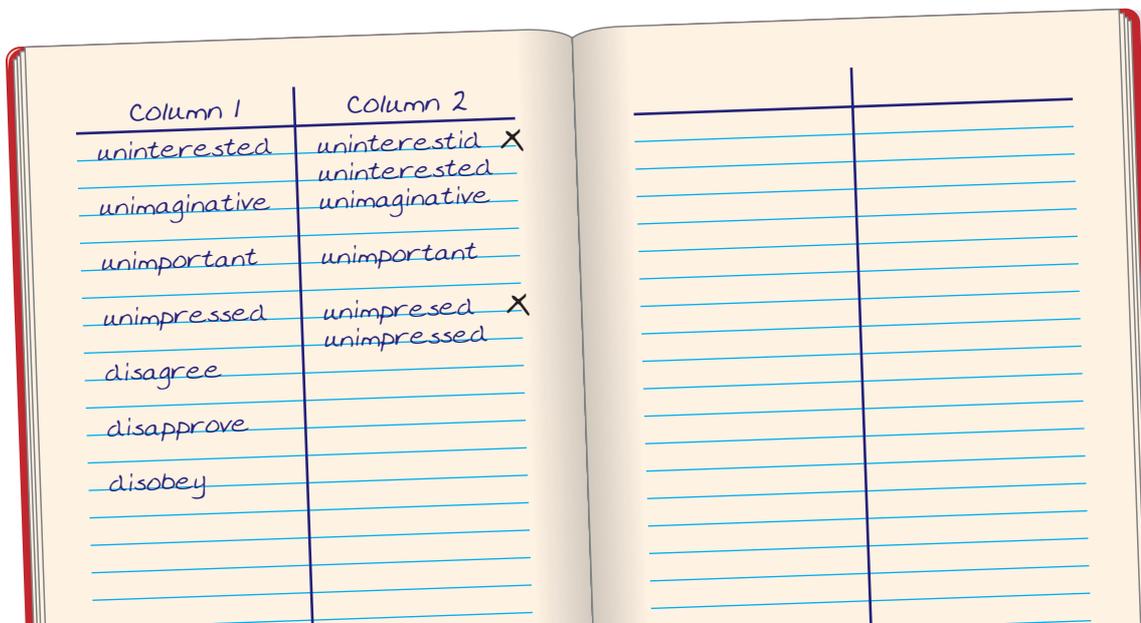
Practise spelling words from the list below.

un	dis	mis
uninterested	disagree	miscalculate
unimaginative	disapprove	misjudge
unimportant	disobey	misuse
unimpressed	dissimilar	misread

Use an exercise book for your spellings. Divide each page into two columns (see example below) and number the columns. Write each word from the list below in column one. Ask your teacher to make sure that you have copied them down correctly. Then practise each word one at a time in the following way:

- 1 Look** at the word, noting which parts are especially difficult, and say the word aloud. Close your eyes and try to 'see' it.
- 2 Cover** the word and remind yourself how you will remember it.
- 3 Write** the word in column two. Say it as you write it. If you have learned it in bits, say each bit as you write it.
- 4 Check** the word letter for letter, to see if you have written it correctly. If you have not, put an 'X' next to the wrong spelling above or near it. Pay attention to your mistake. Don't just stick in a missing letter. Write out the whole word correctly to help your hand remember it the next time.
- 5** Half a day to a day later, repeat the process and write the word in column three.
- 6** Two or three days later, repeat the process and write the word in column four.

Remember: You are practising the words, not testing yourself.





Integrated skills

Activity A • Speaking

Find a job in your local newspaper and make a telephone call to obtain more information. Remember to prepare for the call by making a list of questions to ask.

Activity B • Writing

- 1 Write your own CV using Ayesha's example and the template.
- 2 Write in neat legible handwriting and check your spelling and punctuation.

	Your name

	Address

Experience	_____

Education	_____

Interests	_____
References	_____
	References are available on request



Check it



Activity A • Reading and writing

Listen to Carla's personal statement and put her details under the headings below.

Education	Skills
Work experience	Strengths

Activity B • Reading and writing

From the adverts that your teacher gives you, match Carla with a suitable job.
Use the table below.

Job choice	
Job description	
Matching profile	



Answers

Page 2 Sample answers

Date of birth (DOB) 16.08.1980

Work experience

At college when doing work experience with her course.

Strengths

Good with people.

Type of work

Full-time ✓ Part-time (✓)

Permanent ✓

Page 3 Activity C

My good points are that I'm always on time and I get on well with people.

My strong points are that I'm always on time and I get on well with people.

My strengths are that I'm always on time and I get on well with people.

I'm a good listener.

I listen attentively.

I think I would be a good person for the job.

I think I would be the right person for the job.

I think I would be the best person for the job.

I'm good with people.

I am a 'people person'.

I am personable and friendly.

I get on well with people.

I have a good imagination.

I am very imaginative.

I am highly imaginative.

Page 3 Activity D

Education CLAIT course
Skills Computer skills People skills, listening skills
Work experience Currently works as a trainee technician at local city learning centre Worked as a waiter for five years
Strengths Punctual, reliable, good imagination Good listener Works well on his own and as part of a team

Page 5 Activity A

Has she?	Done?	Spoke clearly?
Asked for correct person?	No	No
Stated why she is calling?	No	No
Given her job choice?	Yes	No
Given her address?	Yes	No
Given a phone number?	Yes	Yes
Asked about the job?	No	No
Said thank you?	No	No

Page 6 Activity C

Ayesha's questions (sample wording)

transport

Are there good transport links to the surgery?

flexible hours

What do you mean by flexible hours?

crèche for Simon

Do you have crèche facilities?

last day to apply for job

When is the last day I can apply for this job?

how to apply

Can I apply by e-mail or should I send my application by post?

training

What kind of training will I be given?

Page 7 Activity D

transport

Yes, there's a bus from the city centre that stops at the end of the road.

flexible hours

If the other receptionist is ill or on holiday, we will expect you to work her shift.

crèche for Simon

No, we don't but there is a good nursery very near by.

last day to apply for job

On 14 August, in two weeks' time.

how to apply

You can send your CV by e-mail to me.

training

You will be given training on answering the telephone and our computer system for booking appointments.



Page 9 Activity B

Job description – Receptionist

This is an ideal opportunity for a college leaver. We will provide training on the job.

Responsibilities and duties

Booking appointments

Answering the telephone and taking messages for doctors and nurses

Welcoming patients

Collecting mail

Tidying the noticeboard

Filing repeat prescriptions

It is essential that the post holder has/is:

Well-presented, friendly and out-going

Organised

Some experience of working with the public

A good telephone manner

Basic computer skills

Desirable skills

An excellent working knowledge of Microsoft Office would be an advantage.

Additional information

Salary: £8,000 per year

Position type: Full-time, permanent.

Please send your CV to:

Gemma Stevens, Practice Manager

Beeches Medical Centre

21 Hart Street, Liverpool

L5 2AU

Telephone: 07711 678 23431

e-mail: gStevens@beechesmedicalcentre.com

Page 11 Activity A

Ayesha Crehan

10, Sefton Park Road, Liverpool, L2 4AY

0122232394

Seawave Exports, Liverpool

Part-time admin. assistant

June 2000 – present

My duties include:

- Photocopying and filing invoices.
- Making tea for visitors.
- Answering the phone on the switchboard.

Sefton Park Community Playgroup, Liverpool

Volunteer playgroup assistant

May 2002 – present

My responsibilities are:

- Assisting with the running of the playgroup two days a week.
- Organising play activities.
- Supervising up to ten children.
- Welcoming the children and their parents in the morning.

Baker's Oven, Liverpool

Shop assistant

September 1999 – June 2000

I worked in a bakery. My responsibilities were:

- Serving the public.
- Handling money and the cash till.
- General cleaning duties.

Highfields College, Liverpool

1999 – 2000

NVQ Level 1 in Business Administration

Second part of NVQ still to be completed.

Jacksons Lane High School, Sefton Park

1994 – 1999

I really enjoy working with children and their parents.

References are available on request.



Page 12 Activity C (part 1)

Duties
Booking appointments
Answering the telephone
Welcoming patients
Collecting mail
Tidying noticeboard
Filing repeat prescriptions
Skills
Basic computer skills
Telephone skills
Good people skills
Additional information
Salary £8 000
Send CV to Gemma Stevens

Page 12 Activity C (part 2)

Experience
Part-time admin. assistant
Volunteer playgroup assistant
Shop assistant
Skills
Computer skills
Customer service skills
People skills
Education
She has already started her NVQ

Page 13 Activity A

Word	Word meaning	Add prefix	New word	New meaning
behave	act in a polite way	mis	misbehave	to behave badly
read	understand the meaning of written words	mis	misread	to read or interpret wrongly
judge	form an opinion about something	mis	misjudge	to form the wrong opinion about something
print	produce letters, books etc. by transferring words to paper	mis	misprint	to print something out incorrectly
use	do something with an object	mis	misuse	to use wrongly

Page 13 Activity B

- | | |
|------------|---------------|
| 1 undress | 5 unfair |
| 2 disagree | 6 dissimilar |
| 3 distrust | 7 disapprove |
| 4 undo | 8 unimportant |

Page 16 Activity A

Education
NVQ1 in Hairdressing, Brighton college
Skills
Hairdressing, communication and people skills
Work experience
Apprenticeship in 'Hair Today' – 1 year
Strengths
Good listener



Audio scripts

Page 2 Audio script 1

- Job adviser: What is your full name?
Ayesha: Ayesha Crehan.
- Job adviser: When were you born?
Ayesha: 16 August 1980.
- Job adviser: Have you any qualifications?
Ayesha: I went to college and started a course in Business Administration but then I got pregnant. I still have to do another year at night school to get the NVQ.
- Job adviser: So your IT skills are quite good?
Ayesha: I've always liked computers because I'm very good at computer games. I haven't finished the NVQ yet but I can type and use a word processor well.
- Job adviser: Are you interested in full-time or part-time work?
Ayesha: It all depends if I can get childcare for my little boy, Simon. I would prefer full-time work but I can go part-time if there is nothing else.
- Job adviser: Have you had any jobs in the past?
Ayesha: I had to leave college when I was expecting Simon so I have never had a proper job. But I sometimes work part-time at a local office. Now I am ready to go to work properly and get on with my life.
- Job adviser: What kind of work would you like to do?
Ayesha: I like being with people. I chat easily to folk. I also like working with kids. I help out at the local playgroup and I really enjoy it.
- Job adviser: Do you enjoy working with other people or on your own?
Ayesha: I prefer to be with people and meeting new people all the time. I get bored easily so I like to keep busy.
- Job adviser: Do you drive?
Ayesha: I have no money for lessons now but I would book some if I got a job.
- Job adviser: Do you enjoy working in the open air?
Ayesha: It would depend on the job. I wouldn't like to be out in all weathers. I think I would rather be inside.
- Job adviser: What skills do you think you have that will help you to get a job?
Ayesha: I am quite organised and I am a tidy worker. As I said, I like people and they seem to like me.
- Job adviser: Do you have any referees who will be prepared to write a letter of recommendation for you?

Ayesha: I could contact my old boss at the shop where I did my work experience at college. She would speak up for me, I bet.

Page 5 Audio script 2

Throughout the script, Ayesha speaks unclearly and too quickly in places.

- Jen: Hello, Beeches Medical Centre.
Ayesha: Hi. My name's Ayesha. Can I speak to Jenny Stevens?
Jen: I'm sorry, Jenny Stevens doesn't work here.
Ayesha: Well, it's about the job.
Jen: Which job?
Ayesha: The one in the paper.
Jen: OK. Which post were you interested in?
Ayesha: The receptionist's job.
Jen: Do you have the reference number?
Ayesha: Um...I had it but I can't find it.
Jen: There are two receptionists' jobs. One is full-time the other part-time. Which one would you be interested in?
Ayesha: I don't know – I need the money but I don't know if I can afford childcare if I work part-time.
Jen: OK. I can send you details for both. What's your address?
Ayesha: Ayesha Crehan, 10, Sefton Park Road, Liverpool, L2 4AY (*mumbles words*).
Jen: And your phone number is?
Ayesha: 0122232394 (*said very quickly*).
Jen: Could you repeat that?
Ayesha: 0-1-2-2-2-3-2-3-9-4.
Jen: OK. I'll send the details off to you, Ms Crehan.
Ayesha: Bye.

Page 7 Audio script 3

- Ayesha: Good morning, is that the Beeches Medical Centre?
Gemma: Yes it is.
Ayesha: May I speak to Gemma Stevens?
Gemma: Speaking.
Ayesha: Hello, I am enquiring about the receptionist's job that was advertised in the *Liverpool Echo*.
Gemma: Would you like me to send you an information pack?
Ayesha: Yes, please. My name is Ayesha Crehan. And my address is 10, Sefton Park Road...



Gemma: Yes.
Ayesha: Liverpool, L2 4AY.
Gemma: L2 4AY.
Ayesha: Could I ask some questions about the job?
Gemma: Certainly.
Ayesha: I have a young son. Is there a crèche facility?
Gemma: No, we don't but there is a good nursery very near by.
Ayesha: Are there good transport links to the surgery?
Gemma: Yes, there's a bus from the city centre that stops at the end of the road.
Ayesha: What do you mean by flexible hours?
Gemma: If the other receptionist is ill or on holiday, we will expect you to work her shift.
Ayesha: When is the last day I can apply for this job?
Gemma: On 14 August, in two weeks' time. You can send your CV by e-mail if you like or post it.
Ayesha: What kind of training will I be given?
Gemma: You will be given training on answering the telephone and our computer system for booking appointments.
Ayesha: That's great. Thank you very much for your help.
Gemma: I'll send the job description to you first class. Good bye.

Page 16 Audio script 4

Kareem: Hello Carla, sit down. Before we can look for a job for you I need to fill in one of these forms. I'm going to ask you about your skills, qualifications and work experience. That way we can find the best job that suits you.

Carla: Right, OK.
Kareem: What kind of work are you looking for?
Carla: Hairdressing.
Kareem: Do you have any qualifications in hairdressing?
Carla: Yes, I got my NVQ 1 in Hairdressing last year from Brighton College.
Kareem: And have you worked as a hairdresser before?
Carla: Yes, I was working for a year at Hair Today in town.
Kareem: So that's one year's work experience, good. Did they give you any training at the salon?
Carla: I did my hairdressing modern apprenticeship at Hair Today. They gave me some training in shampooing and colouring hair but I think I need more.
Kareem: Have you thought about another college course?
Carla: I'd like to do my NVQ 2 in Hairdressing at college part-time.
Kareem: Well, the jobcentre can help you arrange that. I'll tell you about it later. Before that I need to know something about your skills. What did you learn at Hair Today?
Carla: Well I learnt a lot about hairdressing, especially how to build relationships with clients. You have to be a good listener and a good communicator all round, really.
Kareem: OK, I'll put you down for hairdressing, and for good people and listening skills.