

Critical Skills for Life and Work (CSLW)

Unit 2 Applying for a Job				
Activity/Task	Title	Appr ox. Dura tion	Online access necessary	Can be done offline
Activity 1	Reading and Writing a Cover Letter			
Task 1.1	Cover Letters	30 Min		x
	Sample Letters			
	Letter Comparison Form			
	Extension Task	10 Min		x
Task 1.3	Letter Writing	60 Min		x
	Letter Writing Frame			
	Personal reflection			x
	Answer key			
Activity 2	Tailoring a CV for a specific job			
Task 2.1	Thinking about skills profiles	20 Min		x
Task 2.2	Tailoring the Personal Statement	30 Min	X	
Task 2.3	Tailoring the Core Skills Section	30 Min	(X)	
Task 2.4	Tailoring the Career Summary	30 Min	(X)	
Task 2.5	Tailoring the Qualifications and Education	30 Min	(X)	

Task 2.6	Tailoring the Hobbies and Interests	30 Min	(X)	
	Worksheets and sample job adverts			x
	Take-away		x	
	Reflection			X
Activity 3				
Completing a Job Application Form				
Task 3.1	Equal opportunities in recruitment	45 Min		
Task 3.2	Competency-based questions	60 Min		
Task 3.3	Workplace culture	60 Min	x	
Task 3.4	Completing an application form and managing CV gaps	90 Min	x	
Task 3.5	Changing jobs	30 Min	x	
	Take-away			x
	Personal Reflection			x
Activity 4				
Matching Skills to Job descriptions				
Task 4.1	Professional Skills	20 Min	x	
Task 4.3	Transferable skills	60 Min	x	
	Extension Task: Word Bingo	15 Min		x
	Take-away		x	
	Personal Reflection			x
Activity 5				
Dealing with rejection				

Task 5.1	Organising your job search	30 Min	x	
	Worksheets 1 & 2			
Task 5.2	Sending a follow-up e-mail	30 Min		x
	Worksheet 3			
Task 5.3	Resilience	20 Min	x	
	Take away		x	

MODULE B3 Activity 1: Reading and Writing a Cover Letter

Unit	Applying for a job
Name of activity	Reading and writing a cover letter
Duration	90 minutes
Rationale	To identify formal writing styles and to transfer this knowledge to write about own skills and experience relevant for a job advert or volunteering position
Focus	Related to finding out about, getting or doing a job
PICC skills	Writing and formatting a formal letter to an appropriate professional standard in the host country
Language work	Discussion of jobs and types of skills required; writing formal letters and emails.

Focus and self-reflection

Focus Task 1: Answer the following questions:

1. List all the reasons why you might need to write a letter (not an email)
2. Organise your list into different types of letters or different writing styles (e.g. formal/informal)
3. Which of these are related to applying for a job?
4. Check that you understand the term 'covering letter' (if you are not familiar with the term, please check this site: <https://www.reed.co.uk/career-advice/how-to-write-a-cover-letter/>)

Focus Task 2: In case you completed Unit 2 of this toolkit, have a look at Task 4.1. If you have not completed that task, you can do so as preparation for this activity. The skills and experience you have to offer an employer may come from previous work experience, volunteering, studying etc.

Task 1: Cover Letters

Duration: 30 minutes

1. Read the two sample cover letters on the next page (covering letter 1 and covering letter 2)
2. Using the comparison sheet, complete the notes to compare letters 1 and 2
3. Check your answers with the answer key at the end of the activity.

Example Letter 1

13 Moorcroft Avenue
Fenham
Newcastle Upon Tyne
NE4 3QR

17.10.18

The Manager
Interpreting Service
Queen Elizabeth Hospital
Gateshead
NE10 1SU

Dear Sir/Madam,

RE: Interpreting

I am writing to ask if you have any work for an English/Somali interpreter, paid or unpaid. I enclose my CV.

As you can see from my CV, I have the Institute of Linguistic Certificate in Community Interpreting from Sheffield College. I have also worked as a volunteer, interpreting for people from my community at local GP surgeries, since 2001.

I am willing to work in the day or the evening. I look forward to hearing from you.

Yours faithfully,

Armina Ali Mohamed (Mrs).h

Example Letter 2

Ms Nasrine Karit
Flat 2, 23 Blaydon Street
Newcastle upon Tyne
NE40 2PQ

Mob:0789 543 4789

2nd December 2018

Angela Lee
Director of Human Resources
Acme Medical
123 Business Road
Tyne and Wear
NE3 2PQ

Dear Ms Lee,

With a Bachelor's Degree and Master's Degree in biomedical engineering, numerous years of hands-on experience creating and implementing medical devices and the ability to troubleshoot and solve problems in a timely and accurate manner, I confidently express my interest in your posting on LinkedIn for an experienced biomedical engineer.

I have been involved in numerous large-scale testings and releases of biomedical products, particularly related to electrosurgery devices. I am an experienced professional who understands the importance of time management and open communication. While it may be easy to focus on the technical side of the work, I've found that being able to express concerns, difficulties and alternative solutions to colleagues of varying technical backgrounds has been invaluable in my professional development.

Over the course of my career as a biomedical engineer I have:

- Taught seminars on biomedical ethics and strategies for efficiency over a five-year period;
- Increased team efficiency by implementing new techniques for testing equipment;
- Led the development of two successful electrosurgery devices.

I truly believe in continued education and research and continue to seek new methods to assist with safe, effective product development. I hope to bring my knowledge and future knowledge to your organisation.

Thank you for your time and consideration. I look forward to speaking with you more about this opportunity.

Yours sincerely

Nasrine Karit

Worksheet 1: Comparison of Letters

Compare the two letters and fill in the table.

How does the writer start? Letter 1: e.g. Dear Sir/Madam
Letter 2:
What kind of job does the writer have? Letter 1:
Letter 2:
What qualifications does the writer have? Letter 1:
Letter 2:
What experience does the writer have? Letter 1:
Letter 2:
What skills does the writer mention? Letter 1:
Letter 2:
How does the writer end?

Letter 1:

Letter 2:

Extension task (optional for learners who apply for a position in English)

Duration:

1. Complete the grammar worksheet examining 'since' and 'for'.
2. Check answers with the answer key at the end of the activity.

For and since

e.g. I have been an interpreter **since** 1995.

1. I have worked in a nursery _____ seven years.
2. I have helped in the café _____ 2001.
3. I have studied computing _____ six months.
4. I have been a volunteer _____ a year.
5. I have worked in a garage _____ January.

Task 2: Letter Writing

Duration: 1 hour

3. Now use your answers from Task 1 to write a cover letter with your own details.

Option A: use the template provided

Option B: write a draft of your own **experience, qualifications and hopes** using formal language

Letter writing frame

(your address): _____

(date): _____

_____ (name)

_____ (address)

Dear _____

Re: _____

I am writing _____

_____. I enclose _____

As you can see from my _____ I have _____

_____ from _____ I have also

I hope _____

Yours _____

_____ (your name)

Exercise from: Marina Spiegel and Helen Sunderland (2002) *Writing Works: Using A Genre Approach for Teaching Writing to Adults and Young People in ESOL and Basic Education Classes*. London Language and Literacy Unit.

Task 1: Comparison of letters

Compare the two letters and fill in the table.

How does the writer start? Letter 1: e.g. Dear Sir/Madam
Letter 2: Dear Ms. Lee
What kind of job does the writer have? Letter 1: Interpreter (English/Somali)
Letter 2: Biomedical Engineer
What qualifications does the writer have? Letter 1: Institute of Linguistic Certificate in Community Interpreting (Sheffield College)
Letter 2: Bachelor's degree and Master's degree in biomedical engineering
What experience does the writer have? Letter 1: Volunteer interpreter within the community (17 years i.e. since 2001)
Letter 2: Creating and implementing medical devices (numerous years' experience, but doesn't say how much) Large scale testings and releases of biomedical products (electrosurgery devices) Taught seminars on biomedical ethics/strategies for efficiency Implemeted new techniques for testing equipment Led development of two electrosurgery devices
What skills does the writer mention? Letter 1:
Letter 2:

How does the writer end?

Letter 1: I look forward to hearing from you.
Yours faithfully,

(Name)

Letter 2: I look forward to speaking with you more about this opportunity.
Yours sincerely,

(Name)

Extension task: For and since

Fill the gaps with for or since

e.g. I have been an interpreter **since** 1995.

1. I have worked in a nursery _____ *for* _____ seven years.
2. I have helped in the café _____ *since* _____ 2001.
3. I have studied computing _____ *for* _____ six months.
4. I have been a volunteer _____ *for* _____ a year.
5. I have worked in a garage _____ *since* _____ January.

Take away:

Additional resources and links:

Toolkit Unit B2 Task 4

https://www.scribendi.com/advice/how_to_write_a_formal_letter.en.html

<https://www.ilac.com/10-tips-on-how-to-write-a-business-email-in-english/>

Personal reflection

Answer the following questions to reflect on the activity/unit:

What did you learn?

What are you still unsure about?

What would you like to know more about?

Module B3 Activity 2: Tailoring a CV for a specific job

Unit B3	Applying for a Job
Activity 2	Tailoring a CV for a specific job
Duration	170 minutes
Rationale	To explain how to select key skills and experience that will match the requirements of the post advertised
Focus	Related to getting a job
PICC skills	Tailoring a CV appropriately to different professional fields
Language work	Business-related vocabulary; choosing appropriate verbs and adjectives to match 'culture' of an organisation

Focus & Reflection

Step 1: Think about the type of organisation you may wish to apply for. Consider the following sectors:

- Private sector
- Public sector
- Charity/non-profit sector

Step 2: Now think about different functions/specialisms/roles within this organisation that you could apply for.

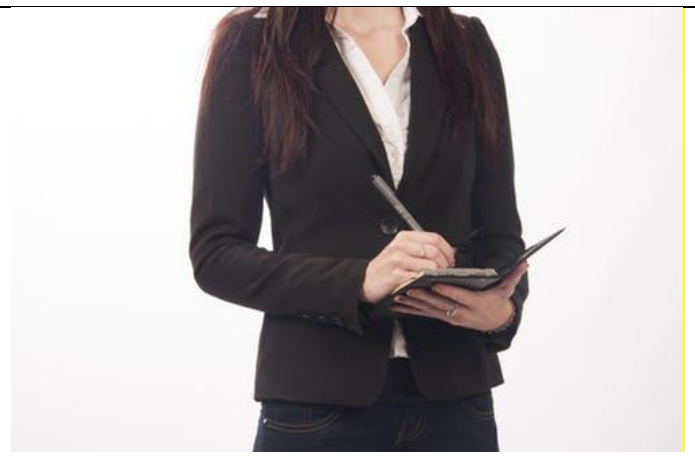
Preparation

While studying this activity you should ideally have a previously prepared CV to hand. You should also ideally have access to a pc/laptop with internet connection. You will be asked to look at online sources and/or to watch video recordings. This activity is broken up into 6 tasks. You can take a break in-between tasks. Ideally, the tasks should be studied in the order in which they appear, but it is also possible to skip a task. There are variation and extension activities to some of the tasks, which you will find at the end.

Task 1: Thinking about skills profiles

Duration: 20 minutes

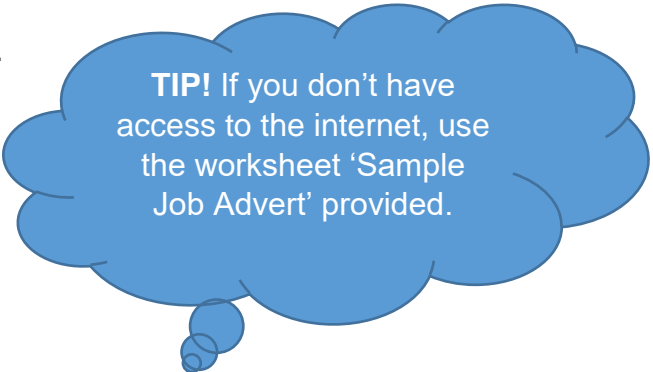
1. Take a look at the pictures below. For each, write down a specific job role that you think fits the photo.
2. Next write down a list of skills that one might need to carry out these roles. Write down at least five for each photo.
3. Look at your lists. Are there any transferable skills that could apply to more than one (or all) of these jobs?



Task 2: Tailoring the Personal Statement

Duration: 30 minutes

1. Go onto an online job search portal (e.g. www.reed.co.uk, www.indeed.co.uk, www.cv-library.co.uk) and find a job advert that you could apply for.



TIP! If you don't have access to the internet, use the worksheet 'Sample Job Advert' provided.

2. Read the person specification in your chosen job advert and check what the role requirements are.

TIP!

Explain that in the UK these are often divided between 'essential' and 'desirable' requirements.

In the Netherlands the role requirements are sometimes divided between 'functie-eisen' (essential) and 'vaardigheden' or 'competenties' (desirable).

3. Now make two columns on a sheet of paper, one marked 'essential' and one marked 'desirable'. Write down any requirements mentioned in the job advert.

4. Now think about your previous experience. Imagine that you are in a lift with the managing director of the organisation and you only have one minute to tell him or her why you meet the requirements of the role.
5. Write down three sentences that summarise this conversation.



TIP!

Use the example below to guide you.

Example

Chief Engineer with over 20 years' experience gained mainly in the private sector in Europe, Africa and the Middle East. Strong commercial focus and experience of successfully implementing restructuring programmes in unionised and non-unionised organisations.

This personal statement would be suitable when applying to a private sector organisation that demonstrated their requirement for commercially-focused managers that were not afraid to implement change programmes (including redundancies) and a more "ruthless" or pragmatic approach.

A different emphasis could be demonstrated when applying for a role with an organisation that referred to its desire to train and develop its workforce. The personal statement could be adapted to suit this organisation by substituting the wording below.

Chief Engineer with over 20 years' experience gained in both the private and public sector in Europe, Africa and the Middle East *Successfully established graduate training and staff development programmes to attract new talent and retain key employees.*

Task 3: Tailoring the Core Skills section

Duration: 30 minutes

1. Look at the job advert again. Now write down the top ten important skills and experience that are required in the job description/person specification.
2. Now check the list against the 'Core Skills' section in your own CV. How many are already included? Take out any skills that seem irrelevant to the role and add in new ones.
3. Now think about which transferable skills might be relevant to this role.

Add any relevant ones to your 'core skills' section.



TIP!

If you don't have a CV to hand, then simply write a 'Core Skills' section from scratch (refer to Unit B2 – Activity 4).

TIP!

Refer to the 'Transferable Skills' worksheet to help you.

Task 4: Tailoring the Career Summary section

Duration: 30 minutes

1. Look at the job description/person specification in the job advert again. Think about your previous employment history. Which of your previous roles are relevant to this position? Are any irrelevant?
2. Now check the 'Career Summary' section in your own CV and carefully edit it to fit the role requirements of the job advert. Look at the list of core skills from Task 2 and try to work in wording that reflects these. For example, if the advertised role requires you to write reports, include report writing in your career summary if you have done this before.



TIP!

If you don't have a CV to hand, then simply write a 'Career Summary' section from scratch (refer to Unit B2 – Activity 4).

Task 5: Tailoring the Qualifications & Education section

Duration: 30 minutes

1. Look at the job advert again. This time focus on required qualifications/education. Highlight/write down bullet-points of key requirements (e.g. a postgraduate qualification, a teaching degree etc.). Make a note on whether these are essential or desirable.
2. Now compare the list against the 'Qualification & Education' section in your own CV and edit it to fit the requirements of the role. Consider whether or not the qualifications add to your value for this role or if they may be completely irrelevant.



TIP!

If you don't have a CV to hand, then simply write a 'Qualifications & Education' section from scratch (refer to

Task 6: Tailoring the Hobbies & Interests section

Duration: 30 minutes

Hobbies/interests are a great way to demonstrate your relevant skills for the role, and helps your CV to stand out from the crowd.

1. Look at the job advert again. This time think about any of your hobbies/interests that might be relevant to the role. Use the examples below to help you. Make a list of 3 to 4 hobbies/interests.
2. Now compare the list against the 'Hobbies & Interests' section in your own CV and edit it to fit the requirements of the role.

TIP!

If you don't have a CV to hand, then simply write a 'Hobbies & Qualification' section from scratch (refer to Unit B2 – Activity 4).

Examples of relevant hobbies/interests:

- Coding or programming (for [technology jobs](#))
- Fashion and beauty blogging (for [Journalists](#) and [Copywriters](#))
- Sports and conditioning training (for [Personal Trainer](#) and [jobs in sport](#))
- President of a society or club (for management positions)
- Strategic games/puzzles (such as chess) (for [Project Managers](#) and [Developers](#))
- Mentoring, coaching, and tutoring (for [Teachers](#) and [jobs in retail](#))
- Model making and DIY (for jobs in [construction](#) and [engineering](#))
- Cooking/baking (for [jobs in the catering industry](#))

Source: <https://www.reed.co.uk/career-advice/hobbies-and-interests-should-i-include-them-in-my-cv/>

Take-away

Link to other modules in the CSLW toolkit

Refer to Module B2 – Activity 4 ‘Creating an interculturally appropriate CV’

Sources of information about how to tailor your CV for a specific role.

There are plenty of online sources on how to tailor your CV.

Some **UK-based** websites include:

<https://www.cv-library.co.uk/career-advice/cv/tailor-your-cv-different-jobs/>

<https://www.theguardian.com/careers/2017/may/03/how-to-tailor-your-cv-for-interview-success>

Some sources on how to write a CV are specific to certain professions, such as healthcare or engineering. These are often provided by organisations such as the National Health Service (NHS) or the Institute of Mechanical Engineers (IMechE):

<https://www.healthcareers.nhs.uk/explore-roles/doctors/medical-specialty-training/preparing-your-medical-cv>

<https://www.rcn.org.uk/professional-development/your-career/cv-writing>

<https://www.bma.org.uk/advice/career/applying-for-a-job/medical-cv>

<https://www.imeche.org/careers-education/careers-information/mechanical-engineering-careers-guide/write-a-great-cv>

Vitae, part of the of the Careers Research and Advisory Centre (CRAC), provides advice specifically on academic CVs:

<https://www.vitae.ac.uk/researcher-careers/pursuing-an-academic-career/how-to-write-an-academic-cv>

Sector-specific job searches might be most useful when looking for specific jobs. Examples include:

<https://www.jobs.nhs.uk/>

<https://www.engineeringjobs.co.uk/>

Most generic job search platforms allow you to conduct sector-specific searches e.g.

<https://www.reed.co.uk/jobs/engineering-jobs>

Dutch sources:

<https://www.monsterboard.nl/carriere-advies/artikel/stem-je-cv-af>

<https://www.fintrex-recruitment.nl/page/blog/command/detail/uid/o9uqxw/1/bb/1/je-cv-aanpassen-per-vacature-dit-zijn-de-do-s-don-ts>

<https://www.intermediair.nl/solliciteren/cv/solliciteren-op-wo-niveau-dan-ook-een-cv-op-wo-niveau>

Sector-specific:

<https://maritiemevacaturebank.nl/>

<https://www.engineersvacatures.nl/>

<https://www.nationalevacaturebank.nl/vacature/zoeken?query=engineering&location=&distance=city&page=1&limit=10&sort=relevance>

<https://www.academictransfer.com/nl/>

German and Austrian links:

<https://schnellerzurstelle.de/individuellen-lebenslauf-beilegen/>

<https://www.stepstone.at/Karriere-Bewerbungstipps/der-perfekte-lebenslauf/>

Sector-specific:

<https://www.academics.de/ratgeber/akademiker-lebenslauf-richtig-schreiben>

<https://www.ingenieur.de/karriere/bewerbung/der-ueberzeugende-ingenieurlebenslauf/>

<https://www.monster.de/karriereberatung/artikel/lebenslauf-assistenzarzt-muster>

<https://www.praktischerarzt.de/arzt/lebenslauf/>

<https://www.operation-karriere.de/karriereweg/bewerbung-berufsstart/der-lebenslauf-als-arzt.html>

<https://www.get-in-engineering.de/magazin/bewerbung/karriere-tipps/lebenslauf>

<https://www.absolventa.de/jobs/channel/ingenieure/thema/bewerbung>

Personal reflection

- When you look at your CV, do you think it is tailored well for a specific job advert?

- Are you happy with your CV? If not, why not?

- How much did you know about tailoring a CV before you completed this activity?

- What have you learnt?

- What are you still unsure about?

- Where could you go or who could you talk to to find out more

information?

WORKSHEET 2
Transferable Skills

Transferable skills are specific set of skills that don't belong to a particular industry or job. They are general skills that can be transferred between jobs, departments and industries. These skills are developed through employment, education or training.

Below are some examples of transferable skills.

<i>Transferable Skills</i>
Verbal / Written communication skills
Problem-solving skills
Prioritising skills
Data analysis skills
Computing skills
Leadership and team management skills
Time management / deadlines
Teamwork ability
Listening and feedback skills

TIP!

- Give examples of transferable skills throughout your CV. These are mainly found in the 'Core Skills' or in the 'Career Summary' sections.
- Remember to give examples of how you used these skills

Nursing

Employer:

[University Hospitals of Leicester](#)

Department:

Ward 29, Glenfield Hospital

Location:

Leicester

Salary:

£28,050- £36,644 per annu

Ward 29 at Glenfield Hospital is a 29 bedded respiratory ward, specialising in pleural diseases. We are currently looking for a deputy sister/deputy charge nurse to join our team.

As a deputy sister/ charge nurse, you will assist the ward manager in the leadership and management of staff. Acting as a role model, you will lead in ensuring safe, compassionate, quality care for all our patients. You will be involved in HR procedures including appraisal, recruitment, and sickness and absence, ensure that quality and strategic objectives are met, both for the ward and the Trust. You will be responsible for the day-to-day running of the ward in the ward manager's absence. Ideally you will have a respiratory experience, hold a recognized teaching qualification, and have evidence of post-registration continuing development.

Source: <https://www.jobs.nhs.uk/>

Gas Engineer

Competitive salary

Camberley, Surrey

Permanent, full-time

We are a very successful domestic heating and plumbing company based in Camberley in Surrey. We have covered parts of Surrey and all of West London and the surrounding areas for over 30 years, offering excellent service to all of our large database of customers. We carry out boiler installations, repairs, servicing, maintenance and system repairs, checks and upgrades. We also offer plumbing services.

General Duties

You must have excellent understanding of all makes of boiler and heating systems and be confident and competent in carrying out maintenance, fault diagnostics, testing, repairs, servicing and CP12's and also be able to carry out some plumbing work if required.

Essential Requirements:

You will need to be fully qualified with the relevant trade qualifications and at least 3 years experience. You will need to be reliable, honest, very motivated, cheerful and have excellent written and verbal customer communication skills. We will also require references.

Source: <https://www.engineeringjobs.co.uk/>

Module B3 Activity 3: Completing a job-application form

Unit B3	Applying for a job
Activity 3	Completing a job-application form
Duration	4 hours and 45 minutes
Rationale	To create an awareness of the key skills involved in completing an application form and to enhance chances of being short-listed for an interview
Focus	Related to applying for a job
PICC skills	Ability to write a job application which reflects intercultural language, skills and experience
Language work	Vocabulary. Choice of verbs and adjectives. Positive language

Focus and Reflection

Step 1:

In this activity, you will learn how to fill in a typical application form in Europe. Before you get started with the tasks, think about the following questions:

1. What application forms are you familiar with? Have you filled them out online or offline in the past?
2. How does the application process work in countries you have been employed in?
3. Are there any differences that come to mind?
4. Why do you think do employers use application forms?
🔑 see answer key at the end of the activity

Step 2:

Take a piece of blank paper to brainstorm what sections are usually found in an application form.

Preparation

Search for on-line websites advertising jobs in the sector(s)/profession(s) that could be relevant to you. You can find a number of potentially useful websites in the take-away section of Activity 2. Save or print one or two job descriptions out.

It is also useful to have the latest version of your CV at hand.

Task 1: Equal Opportunities in recruitment

Duration: 45 minutes

Look at the following documents which advice companies in how to prevent discrimination during the application process:

UK:

https://www.diversityjobboard.co.uk/Template_of_a_Equal_Opportunities_Policy.html

Netherlands:

<https://www.arboportaal.nl/onderwerpen/discriminatie>

<https://www.rijksoverheid.nl/onderwerpen/gelijke-behandeling-op-het-werk>

<https://www.rijksoverheid.nl/onderwerpen/gelijke-behandeling-op-het-werk/vraag-en-antwoord/wat-kan-ik-doen-als-ik-ongelijk-behandeld-word-bij-een-sollicitatie-of-op-het-werk>

Germany:

https://www.deutscher-wirtschaftsbrief.de/wp-content/uploads/2015/10/Abruf-Service_2015-Nr.31_Bewerberdiskriminierung.pdf

If the document in your host language is too difficult to read, use the English document to answer the following questions.

1. Have a look at the job advertisements that you chose for this activity. How is an “Equal Opportunities” policy implemented?
2. Have you come across attempts by employers to prevent discrimination before? Was this done in a similar way?
3. Do you have experience with discrimination at work? If so, do you find the policies above helpful?

Task 2: Competency-based questions

Duration: 1 hour

Some employers also ask Competency Questions in application forms (similar to what would be asked at interview). In order to answer these questions successfully, so-called STAR answers are required.

Competency-based questions are usually designed the following way:

“Tell us about a time you led or worked in a team.”
(here you should display your teamwork skills)

Usually, you are asked to describe how you acted in a specific situation.

Your answer to such a questions should be based on actual experience and cover the **STAR(R)** points

Situation – describe the situation

Task – what were you asked to do

Action – what did you do (and why?)

Result – what was the outcome

(Reflection - what, in hindsight, would you do differently next time?)

1. Find out what competencies the employer’s looking for. Do so by looking at the application form and job description you chose for this task.

Examples of core competencies are:

Personal

1. Continuous Learning
2. Initiative and Risk Taking
3. Honesty and Integrity
4. Flexibility
5. Self-Confidence

Team

6. Judgment and Problem-Solving
7. Teamwork
8. Creativity/Innovation/Change
9. Communication and Influence

Operational

10. Responsiveness to Internal/External Customer
11. Planning and Organizing
12. Quality Results Orientation

2. Develop a story for each relevant competency, using the STAR points.

Task 3: Workplace culture

Duration: 1 hour

In order to complete an application form correctly, completely and to increase your chances of being short-listed for interview, adequate preparation is key.

1. What information is available to you about:
 - a) Your own relevant work experience,
 - b) education,
 - c) qualifications and training courses attended including dates,
 - d) job titles
 - e) addresses
2. What sources can you use to find out more? Brainstorm and check the answer key at the end of the activity.
3. In order to tailor your application to the desired workplace, you need to research the workplace and organisational culture.

- a. Read this definition of workplace culture:

“Culture is the character and personality of your organization. It's what makes your business unique and is the sum of its values, traditions, beliefs, interactions, behaviors, and attitudes.

Positive workplace culture attracts talent, drives engagement, impacts happiness and satisfaction, and affects performance. The personality of your business is influenced by everything. Leadership, management, workplace practices, policies, people, and more impact culture significantly.

The biggest mistake organizations make is letting their workplace culture form naturally without first defining what they want it to be.”

(Taken from <https://www.yourerc.com/blog/post/workplace-culture-what-it-is-why-it-matters-how-to-define-it>)

- b. What was the workplace culture in your previous workplaces like? Was it clearly defined?
- c. Think about what might be the different cultural features of the following workplaces
 - i. A governmental department
 - ii. A Silicone Valley start up

- iii. A hospital in the host country
 - iv. Starbucks
 - v. This of others
- d. Now check the websites of the companies which issues the job advertisements you chose. What does it say about their workplace culture?
- e. What competencies, qualifications and former experiences can you emphasise that fit with that culture?
- 🔑 Check answer key at the end of the activity

Task 4: Completing the application form & managing CV gaps

Duration: 1 hour 1 hour 30 minutes (depending on whether a CV is available)

1. Typical sections in an application form are:
 - personal details - your name, contact details and address
 - employment history – previous and current
 - education and qualifications – including secondary education, your degree and professional training courses attended
 - a personal statement
 - additional information
 - references.

There may not be sufficient space to include all their work experience, so applicants should focus on the most relevant information.

2. Take the latest version of your CV, and check how you populated each section. If you do not have a CV handy, brainstorm how you could fill them out.
3. **Mind the gap:** Are there any gaps in your employment history? If so, be aware that this might raise some questions with your employer. Read the following article and think about what answers you could give, in case you should be asked about a CV gap in a job interview:

<https://www.reed.co.uk/career-advice/how-to-explain-a-gap-in-your-cv/>

Task 5: Changing Jobs

Duration: 30 min

1. How do you judge
 - a. someone who have held many positions and worked at many workplaces over time, versus
 - b. someone who has worked only at one workplace for their entire working life
 - c. are there differences across sectors and/or cultures?

2. Read the following article on changing jobs:

UK: <https://www.ft.com/content/0151d2fe-868a-11e7-8bb1-5ba57d47eff7>

Germany/ Austria: <https://www.stepstone.de/Karriere-Bewerbungstipps/wie-viele-jobwechsel-tun-dem-lebenslauf-gut/>

Netherlands: <https://www.businessinsider.nl/carriereswitch-vooral-populair-bij-hoogopgeleiden/>
<https://www.ad.nl/ad-werkt/deze-mensen-gooien-het-roer-om-en-beginnen-2019-met-een-carriereswitch~a97be999/>

3. Is your attitude similar to the one in your host country?

🔑 Answer key:

Focus & Reflection:

Why do you think that employers use application forms?

- Determines applicants' motivation to apply for the role i.e. the effort required
- Forces applicants to provide information that might not have been included in cv, e.g. gaps in employment history, volunteering experience, membership of professional bodies
- All applicants are providing information in the same format which makes it easier for the organisation to compare and contrast applications
- Allows the organisation to separate personal information (name, address, gender) from the employment-related information and reduce the chance of bias or discrimination

Task 3:

Potential sources for Learners' own information

- From their own CV, if they have one. **Unit 2- activity 4** guides you through the creation of an 'interculturally' appropriate CV.
- Documentation from former employers, e.g. contracts of employment, offer letters
- Certificates – qualifications achieved, and training courses attended
- If students have been previously employed in the host country, tax documents show details of employment in a tax year (in the UK e.g. P45 / P60)
- Searching online, if necessary, e.g. for previous employer's full address (the employer may have moved since the learner worked there)
- Students also need the name, job title and contact details of people they'd like to nominate as their referees. These details can change over time, so before listing outdated details, the student might have to research online or contact the referee. to confirm whether the job title or employer have changed.

Take away

Supplementary reading or online resources.

On-line job websites (UK):

- <https://www.prospects.ac.uk/careers-advice/applying-for-jobs/write-a-successful-job-application>
- <https://www.totaljobs.com/careers-advice/cvs-and-applications/how-to-write-an-application-form>
- <https://www.cv-library.co.uk/career-advice/start/job-application-form-tips-tricks/>
- <https://www.myworldofwork.co.uk/getting-job/application-forms>
- <https://www.jobs.ac.uk/careers-advice/jobseeking-tips/1209/top-tips-for-online-job-applications>
- <https://www.tpp.co.uk/jobseeker/career-advice/application-process/completing-application-forms>

On-line job websites (Germany and Austria):

- <https://www.die-bewerbungsschreiber.de/bewerbungshilfe>
- <https://www.stepstone.at/Karriere-Bewerbungstipps/bewerbungsschreiben/>
- <https://www.spiegel.de/karriere/anschreiben-fuer-die-bewerbung-tipps-zu-inhalt-und-aufbau-a-1231263.html>

On-line job websites (Netherlands)

- <http://www.stepstone.nl/Carriere-Advies/online-sollicitatieformulier-snel-en-handig.cfm>
- https://www.werk.nl/werk_nl/werknemer/solliciteren/solliciteren-werk-zoeken/online-solliciteren
- <https://www.intermediair.nl/solliciteren/sollicitatiebrief/de-do-s-en-don-ts-van-online-solliciteren>

Hints and Tips

- It's very unusual to receive hand written application forms nowadays. Usually they are either filled in and submitted online or digital print outs; but if you decide to submit a handwritten form, first take a few photo copies and practice before writing up final version
- Read and follow the instructions of the form. For example, if the application handwritten, a few important requests regarding the format could be the ink colour or use of capital letters. You might be

asked to provide your information in chronological order or reverse chronological order.

- Give yourself plenty of time to complete the application form.
- Have someone else read it and ask them for suggestions for improvement. Some applicants undersell themselves in order to avoid coming across as arrogant.
- Review and revise the document more than once.
- In terms of presentation – font and font size: Use neutral, formal-looking fonts. Do not distract from your work with fun fonts such as Comic Sans or *Edwardian*.
- If hand writing: keep it neat.
- Be careful with your spelling and grammar and punctuation.
- Type out a lengthy text in a separate Microsoft word document and run through spell checker (UK English) and grammar checker. Be careful of words that are correctly spelled but the wrong word e.g. “a” instead of “as” or “form” instead of “from”. For example, a common typing error is to write “manger” instead of “manager”.

- Cut and paste simple text from your cv (e.g. key duties) but remove the bullet points if used in your CV.
-

Useful information about overseas qualifications

Different European countries have different regulations on the recognition of overseas qualifications. Unfortunately, these regulations might change over time and it is possible that learners are not able to convert their previous qualifications. Here are some examples but it is suggested that you look for up-to-date information for your learners.

UK	Austria & Germany	Netherlands
<p>UK NARIC is the designated United Kingdom national agency for the recognition and comparison of international qualifications and skills. It performs this official function on behalf of the UK Government. You can find updated information on their website at: https://www.naric.org.uk/naric/</p>	<p>In Germany, the Ministry for Education and Research offers further information on the recognition of qualifications and work experience attained abroad: https://www.anerkennung-in-deutschland.de/html/de/berufliche_anerkennung.php</p> <p>In Austria, the following offers help (also in English): https://www.berufsanerkennung.at/berufsanerkennung/verfahren-zur-anerkennung/</p>	<p>In the Netherlands, you can have your qualifications recognised by various organisations. You can find more information on the recognition of your qualifications on the website of the Dutch government: https://www.rijksoverheid.nl/onderwerpen/onderwijs-en-internationalisering/vraag-en-antwoord/hoe-laat-ik-mijn-buitenlandse-diploma-in-nederland-waarderen-of-erkennen</p>

Personal Reflection

Reflect on the different tasks:

- Were they useful? In what ways?

- What are you still unsure about?

- What would you like to know more about?

-
-

- If you feel that you need support, where do you know you can go to gain the assistance you require?

Module B3 Activity 4: Matching Skills to professional job descriptions

Unit B3	Applying for a Job
Activity 4	Matching Skills to professional job descriptions
Duration	80 minutes
Rationale	To understand how to match your personal skills to professional job descriptions
Focus	Related to applying for a job
PICC skills	Looking at and understanding differences and expectations in regard to skills required for professional positions in your new country
Language work	The language of job descriptions; language related to your chosen professional field

Focus & Reflection

This activity asks you to reflect on the professional skills that you acquired through in your previous job and to match them with the job adverts in the country you are currently living in. This process is important for you to optimise your opportunities to find a job as the activity will help you to understand what employers require from professionals in your field.

Step 1:

- Think about what you would expect to see on a job description in your profession: What tasks, qualifications and skills will be required?

Preparation

While studying this activity you should have access to a pc/laptop with internet connection as you will be asked to watch videos. Before starting this activity, you should go online and search for relevant job descriptions. These can be found on online search engines, like

UK: <https://www.indeed.co.uk/>

Germany/Austria: <https://www.stepstone.de/>

Netherlands: <https://www.jobbird.com/nl/>

The tasks of this activity are interrelated, and it is suggested that you complete them consecutively. You can complete the tasks in your own time and take a break in-between task.

TIP!

In order to review your career goals and skills, you might find useful to complete the 'preliminary activity' in Unit B2-Activity 1 before you start to work on this one.

Task 1: Reflecting on professional skills

Duration: 20 minutes

1. Watch a short video clip of job descriptions
<https://www.youtube.com/watch?v=VR2KML99sQo> @ 3.13.
2. Take notes of any relevant information that you might find helpful or is different to your already listed job expectations whilst watching the video.

After watching the video:

3. Fill in the following table, based on your own reflections and what you heard in the video. Tailor it to the job description you chose for this activity.

Job/ Profession	Present skills	Skills to be acquired

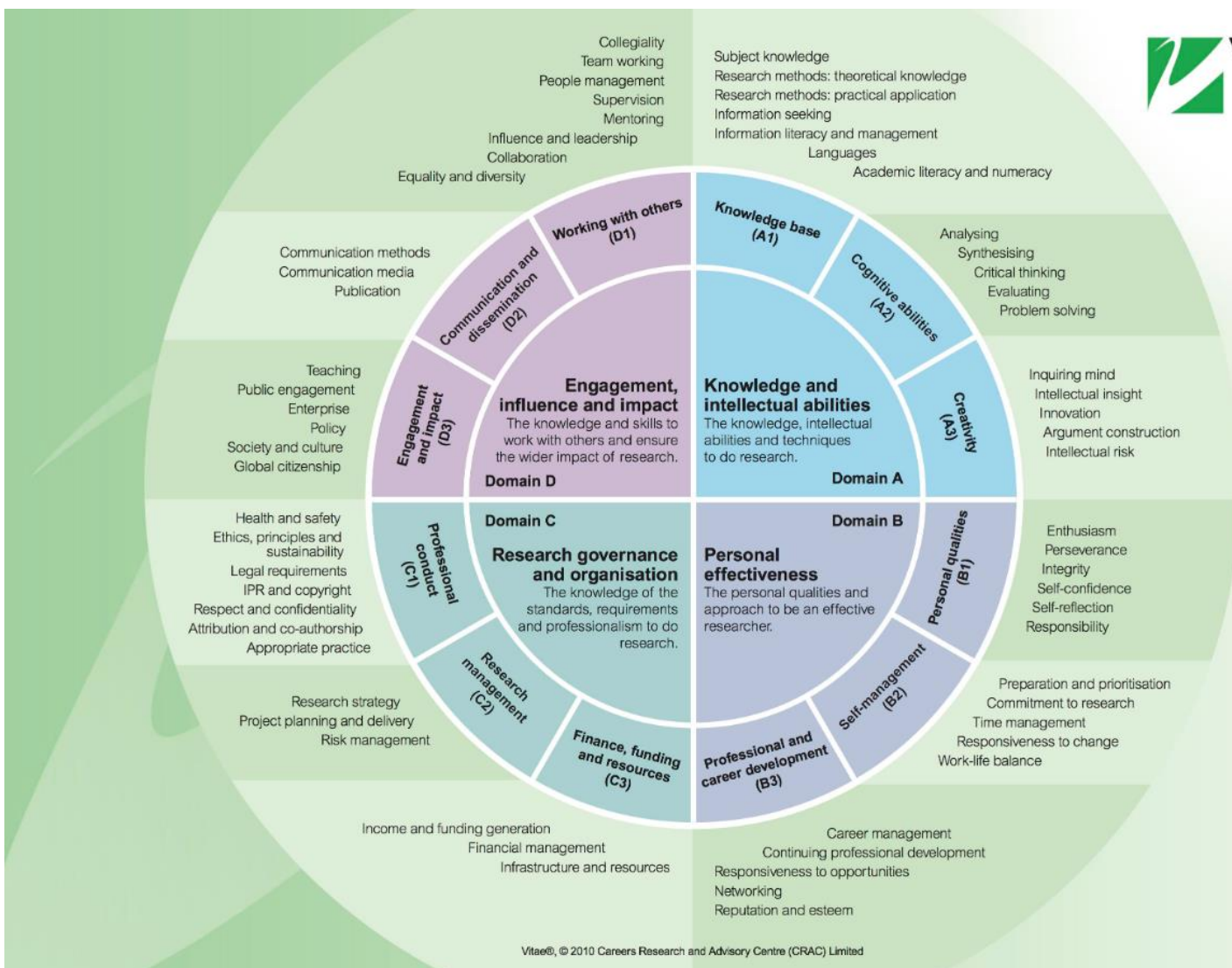
Task 2: Transferable skills and problem solving

Duration: 1 hour

1. Look at the following website which explains the meaning and importance of transferable skills:

<https://www.reed.co.uk/career-advice/what-are-transferable-skills/>

2. Now look at the chart below. It shows various transferable skills across four domains. Find at least one transferable skill in each domain that applies to you and would be relevant for your job description.
3. Write at least two sentences about each transferable skill in which you explain how you acquired it and how it is relevant to the job.



Extension Task: Word Matching Game

Duration: 15 minutes

1. Look up the difficult terminology/ problems from Task 2 in a dictionary or online. Write each problem onto one card, and the corresponding explanation on to another. You then have two separate bundles of cards – one set with the problems and the other set with the explanations.



Problem A



Explanation A

TIP!

cut the corner off the explanation cards, to help keep them separate.

2. Mix each pile well and spread them out separately, face down.
3. Select a card from the problems, and try to remember the explanation. Now try to pick up the corresponding explanation card. Replace the cards face down if they do not match, and pick up an explanation card. Try to remember the problem it refers to, and find the correct card.
4. Continue with the game until all the matches have been correctly found.

Take-away

- *Link to other modules in the CSLW toolkit*
Refer to Module B3 – Activity 2 ‘Tailoring a CV for a specific job’

If you have access to internet, you can go online to check out different resources on how improve your vocabulary for applications and job descriptions:

- For example, this is a video focused on occupational terminology in English ‘Talking about jobs and occupations in English - free English lesson’ <https://www.youtube.com/watch?v=fcKniJHVQ3w>.
- The following videos show relevant vocabulary in Dutch:
 - Part 1: <https://www.youtube.com/watch?v=6s3vQCPni2M&list=PLUOa-qvvZolDuuM9Kb7-4OG7ed1c1Yadz&index=79&t=0s>
 - Part 2: <https://www.youtube.com/watch?v=T7hhZq7pBHM&index=79&list=PLUOa-qvvZolDuuM9Kb7-4OG7ed1c1Yadz>
 - Part 3: <https://www.youtube.com/watch?v=MangNrHUy3s&list=PLUOa-qvvZolDuuM9Kb7-4OG7ed1c1Yadz&index=80>
- These videos focus on occupational terminology in German:
 - <https://www.youtube.com/watch?v=HLsZ4jab3nc>
 - <https://www.youtube.com/watch?v=inLAuzFgueE>

Personal Reflection

Reflect on the different tasks:

- Were they useful? In what ways?

- What are you still unsure about?

- What would you like to know more about?

- Do you feel confident in matching your skills with job adverts as you apply for new jobs?

- If you feel that you need support, where do you know you can go to gain the assistance you require?

If you answered c) for both questions, you are correct! This means that applying for one job at a time could mean waiting 81 weeks, more than 18 months, just to get an interview.

Step 2: This is a long time and a lot of 'negative news' to get through in your job search, and dealing with this can be difficult.

What do you think is the best strategy for applying for jobs?

- a) Only apply for the job you like best and wait, so you can stay focused.
- b) Apply for any 27 jobs in one day, and wait for your interview.
- c) Target your job search and apply for multiple, relevant roles as you see them.

Tip!

For help building your resilience (a key transferable professional skill), go to **Task 3** now, and come back to this part later. You can also find more information at the end of **Unit 4**.

Preparation

While studying this activity you should have access to a pc/laptop with internet connection as you will be asked to watch videos and to read some materials. If you have access to a printer you can also print out some of the materials, or you could download them to study when you don't have an internet connection (e.g. articles and tables). This activity is broken up into 3 core tasks (1 hour and 20 minutes of work). The tasks are interrelated, and it is suggested that you complete them in the order in which they appear. You can complete the tasks in your own time and take a break in-between task. There are also variation and extension activities to some of the tasks, which you will find at the end.

Task 1: Organising your job search

Duration: 30 minutes

1. Read [this article](https://www.theguardian.com/careers/job-application-waiting-use-time) from the Guardian newspaper.
<https://www.theguardian.com/careers/job-application-waiting-use-time>

Who is it aimed at?

- a) People who are thinking of looking for a job
- b) People who are applying for a job/jobs
- c) People who have just been offered a job

2. This article is giving advice to job seekers who have submitted an application. Make notes below on the advice the article gives:

e.g. Confirm that your application was received

- 1.
- 2.
- 3.
- 4.
- 5.
- 6.

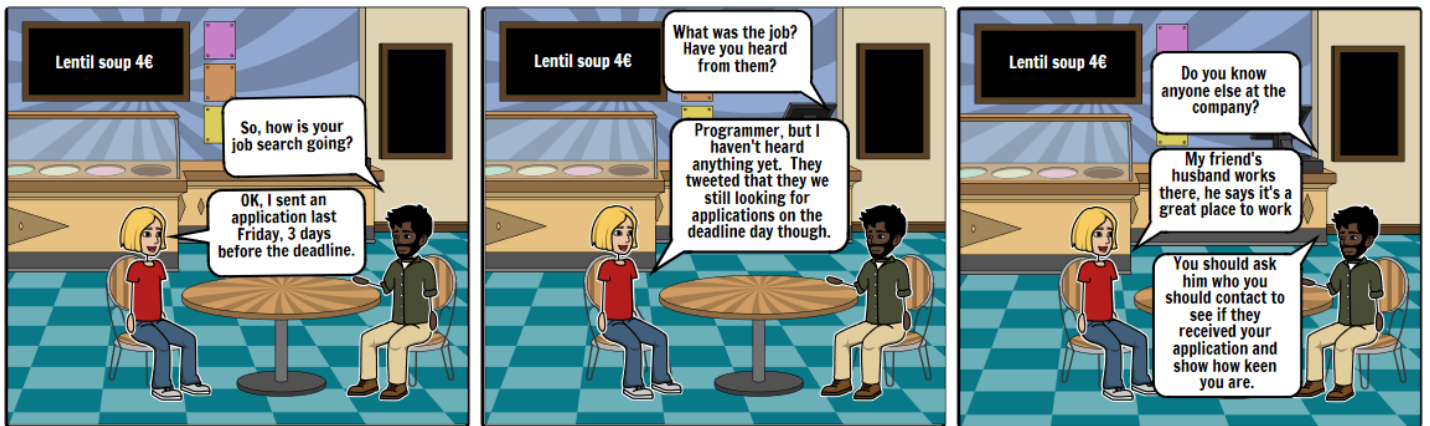
3. Which do you think are the most important tips?

Can you add any of your own ideas? Make notes here.

4. : Using the advice from the article, let's organise what you will do after applying for a job.

- a) Complete the headings in the table on the next page using the following words.

- b) Look at the story board below.
- Complete the information about Ursula's job search in the table on the next page.
 - What other advice would you give Ursula?



Create your own at Storyboard That

TABLE: AFTER APPLYING FOR A JOB

Application number	Position/ Job Title	_____	Date applicatio n submitted	_____	Date confirmed applicatio n received	_____	First follow-up	_____	_____
1		IT Solutions Ltd				Them: twitter –			

c) The table below is completed for Ursula.

Think about a job you a) have applied for recently, or b) would like to apply for.

Complete the next row of the table, including notes of what you should/need to do, and have done already.

TABLE: AFTER APPLYING FOR A JOB

Application number	Position/ Job Title	Company	Date application submitted	Closing date	Date confirmed application received	Social Media	First follow-up	Further follow-up	Other notes
1	Programmer	IT Solutions Ltd	e.g. Friday 12/04/19	Monday 15/04/19	No – need to find out!	They are looking for aps on deadline on twitter. Delete old facebook & update Linked in profile	Email to confirm receipt of application – keep it short! Ask for timeframe	Phone 30/04/19	-Ask Gonzalo about who to contact -Read about new software dev.
2									

TIP! Make a copy of this table, adapt it to suit you, and use it to keep track of your job applications

Task 2: Following up

Duration: 30 minutes

If you apply for a job and are not asked to interview, or go to interview but are not offered the job, what can you do? Continue with other applications? Cry about how unfair it seems? Try to learn from the experience?

All of these are valid responses, and all have a part in moving your job search forward until you do get the job which is right for you.

Task 1 above mentioned 'follow up'. This can be calling to check the status of your application, or asking for feedback if you were unsuccessful. This can be done by email or over the phone.



TIP!

For help with polite language for calls and emails, see the **extension** section.

1. When contacting a company you have applied to, what are your priorities?
 - a) to find out information
 - b) to repeat all the information from your covering letter
 - c) to resend your application
 - d) to demonstrate your professionalism and make a good impression
 - e) to complain that the company haven't contacted you


****Please note that b) and c) are not advised, unless the information you find out is that the company did not receive your application and request that you send it again! You might really want to do e), but you may want to apply for another role in the same company in the future – remember d)!**

2. Look at the two emails below, from Ursula in Task 1.

At what stage of the application process did she write them?


(See following page for the answers.)

Email 1

 Send	To...	
	Cc...	
	Bcc...	
Subject		Job application

Dear Sir,
I applied for the job of software engineer. Did you receive the application? Please tell me.
Sincerely,
Ursula

Email 2

 Send	To...	
	Cc...	
	Bcc...	
Subject		Programmer application - Ursula <u>Spirovnic</u>

Good morning,

I recently applied for the role of Programmer with IT Solutions. Having spent 11 years as a programmer I am keen to bring this experience to the company, especially as you grow and expand here in the UK with the new software development section.

I would be happy to discuss this role or my application further at your convenience, and please do contact me should you require any further information.

Kind regards,

Ursula Spirovnic

Ursula Spirovnic BSc.
www.linkedin.com/in/UrsulaSpirovnic

3. Ursula wrote these emails one week after the application deadline, when she hadn't heard from IT Solutions. She showed email 1 to her friend and got some advice, so email 2 is her improved draft. Why is it an improvement?

Below, note what is better about email 2, and add any ideas of your own which could improve it further.

- 1.
- 2.
- 3.
- 4.
- 5.
- 6.
- 7.


TIP!

For guidance, see end of unit or comments here: <https://h5p.org/node/407655> and here: <https://h5p.org/node/407653>

4. Think about a job you have applied for recently.

Draft an email which you might send if you don't hear from the organisation.

Remember to include an appropriate subject heading.

 Send	To...	<input type="text"/>
	Cc...	<input type="text"/>
	Bcc...	<input type="text"/>
	Subject	<input type="text"/>
<input type="text"/>		

Task 3: Moving on when your search stumbles

Duration: 20 minutes

resilience

/rɪˈzɪliəns/

noun: the capacity to recover quickly from difficulties; toughness

1. As discussed earlier, rejection is a big part of any job search – it is unavoidable as there is always more than one applicant for a job, but it is important to find a way to cope with it.

Do one of the three options below.

OPTION 1: Read the article here: <https://jobs.theguardian.com/article/resilience-how-to-pick-yourself-up-when-you-don-t-get-the-job/>

OPTION 2: Watch the video here: <https://www.ed.ac.uk/students/academic-life/adapting-well/careers-videos>

OPTION 3: Find similar media by searching “resilience in job search” in your host language.



TIP! Have a look at this Ted Talk on shaking off rejection:

https://www.ted.com/playlists/234/talks_to_help_you_shake_off_re

2. We are often kinder to our friends than we are to ourselves.
Imagine you are Ursula’s friend, and she texts you to say she has heard that she didn’t get an interview for the programmer job. What would you say to her? What would you do?
3. Now be your own friend.
Use the space below to make a plan of things to do if you receive a negative response on a job application.
Remember to include ideas for your job search, and ideas just for yourself.
 - a. Add the information to my job record, and review my other applications
 - b. Go for a brisk walk or run, or play my favourite sport (stop thinking about jobs!)
 - c. _____

d. _____

e. _____

f. _____

g. _____

🔑 Answer key

Reflection:

Possible answers:

- a) This is a gamble – if you don't get your ideal job, you are wasting a lot of time.
- b) Unit 2 looks at why this is almost impossible – you don't want to do just any job, and you can't write 27 good applications in one day!
- c) Yes! **Task 1** will help you to keep track of your applications, and **Task 2** will look at what you can learn from the process.

Extension

For help with polite language for calls and emails, see

Dutch:

- https://taaladvies.net/taal/advies/tekst/89/opmaak_van_een_zakelijke_email_algemeen/
- <https://www.nrc.nl/nieuws/2015/08/31/beste-hallo-hi-of-dag-hoe-schrijf-je-een-zakelijke-e-mail-a1495205>
- <https://blogs.transparent.com/dutch/telephone-calls-in-dutch/>
- <https://www.leren.nl/cursus/professionele-vaardigheden/telefoneren/structuur-telefoongesprek.html>
- **English:**
<http://www.bbc.co.uk/learningenglish/english/course/intermediate/unit-24/session-4>
- <http://www.bbc.co.uk/learningenglish/english/features/english-at-work/18-writing-an-email>
- <https://learnenglish.britishcouncil.org/en/english-emails>
- <http://www.bbc.co.uk/worldservice/learningenglish/business/talkingbusiness/unit1telephone/1connecting.shtml>

Austrian & German:

- <https://www.weareteacherfinder.com/blog/letter-email-basics-german/>
- <https://languagesareeasy.wordpress.com/2014/09/10/einen-brief-oder-eine-e-mail-schreiben/>
- <https://www.stepstone.de/Karriere-Bewerbungstipps/das-warten-auf-eine-rueckmeldung/>
- <https://www.zeit.de/campus/2015/s1/bewerbung-absage-experten-tipps>
- 'Deutsch am Arbeitsplatz' (German at work) – free online resources on professional workplace communication for learners and teachers in German-speaking countries: <https://www.goethe.de/de/spr/ueb/daa.html>

- 'Deutsch fuer den Beruf' (German for the workplace) – free online resources for teachers: <https://deutschtraining.org/course/deutsch-fuer-den-beruf/>
- 'Austria materials' developed by the Integrationsfonds. Available for learners and teachers to learn/teach about Austria from different perspectives: <https://sprachportal.integrationsfonds.at/english/learning-german/free-materials-to-download/austria-materials>