



EMPLOYABILITY
PROGRAMME

**LEAVE
YOUR
MARK**



Background

The Youth Enterprise & Employability Academy is a charity organisation based in Nottinghamshire; that strives to enable disadvantaged Young People to pull themselves and each other out of poverty by creating a safe, caring and supportive environment to promote their strengths, abilities and giving them the employability and entrepreneurial skills, they need to achieve their ambition.

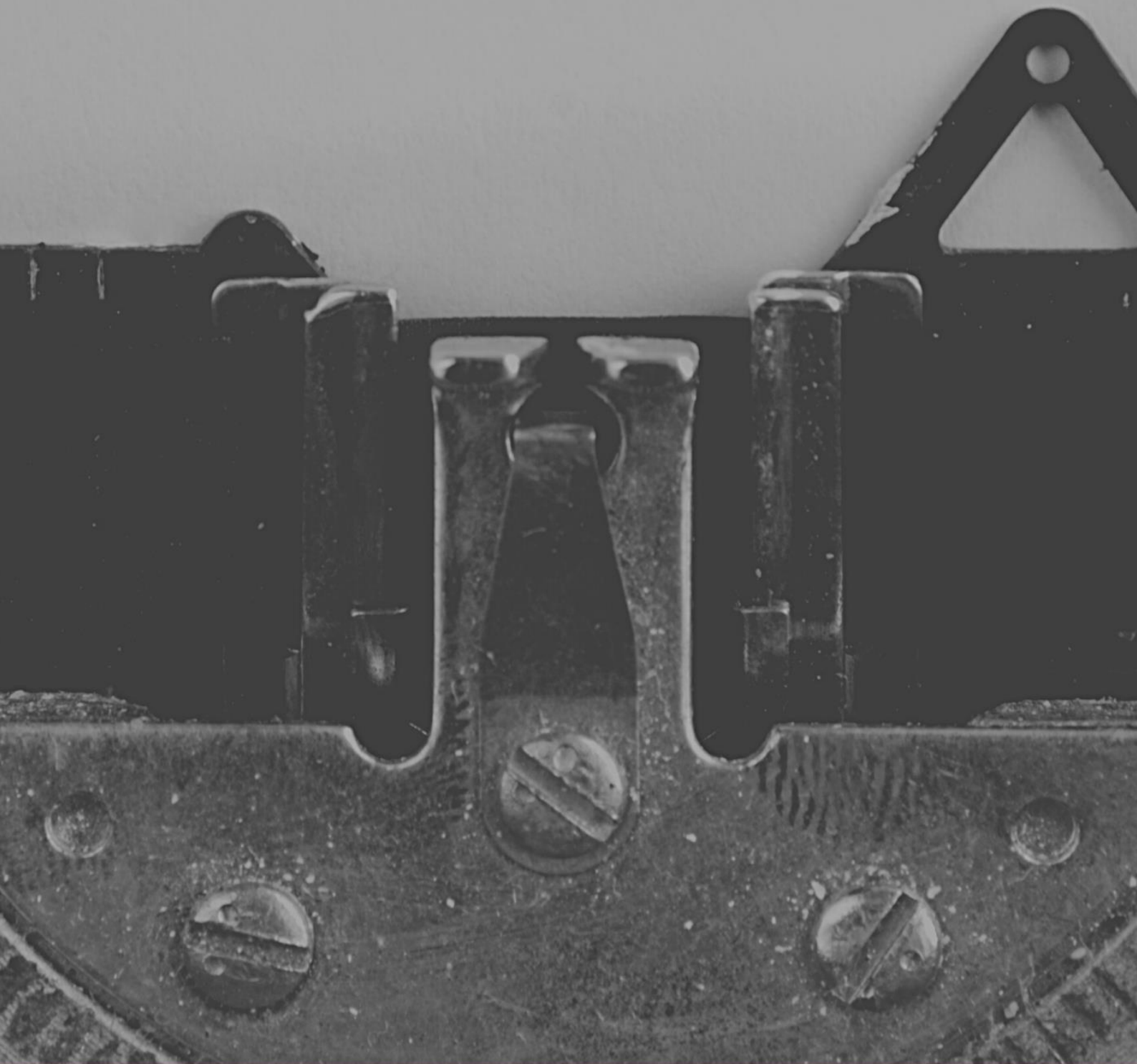
Our employ-ability program proactively engages with young people in order to help them to identify the skills needed for the world of work. It delivers a range of interactive lessons and resources to set them off to the best possible start. We help young people to identify the effects of a good communicational work-place, it also looks at aspects of non-verbal communication skills and how it can interpret on the organisation. It also, aids our young people to identify the 'softer skills' they require to develop, into helping them on the career path and to support them with overcoming challenges confidently.

The program also covers several team building exercises to help the young people gain the necessary and relevant experience for future job roles for which they may apply. This is achieved by several activities like; “bomb disposal activity”, this is a problem-solving task requires individuals to analyse the problem and resources available before agreeing a plan and ultimately working together to defuse the bomb.

Then we have the “Sheep Dog activity” a leadership activity in which the individuals develop a communication method before individuals attempt to lead their team to the goal. In addition, the “Blind Shapes Activity” This activity encourages leaders to think about the way they present instructions whilst encouraging listening skills in the group, they will be taking it in turns to be the leader and their job is to guide their blindfolded teammates around a maze. Other activities include prepares young people for interviews by providing mock interviews for the individual, or group 'mock' interviews.

This guide forms part of resources we provide as part of our employability program; If you are interested in getting involved in this program, contact us!

Curriculum Vitae



Curriculum Vitae's (C.V.)

Whatever happens, when you are applying for a job, college course, or university course you will, in all probability need to produce a C.V.

C.V. is short for Curriculum Vitae which roughly translated means life's progress. The perfect C.V. is a concise written communication, or resume that clearly demonstrates your ability to produce results in a particular area of employment / academic course, in a way that motivates employers to interview you.

The essential ingredient is communication. If the reader i.e. employer, does not get the message you aimed at them, you did not communicate effectively. It is your responsibility to ensure that the employer **DOES** understand what you are trying to say.

A C.V is a personal presentation of how you think of yourself. It should also demonstrate how you would get the job done.

Remember the perfect C.V. is designed to get you an interview, it will not get you the job on its own!

TEN COMMON C.V. MISTAKES TO AVOID

- Too long (1 page is best).
- Disorganised – information is scattered around the page – hard to follow.
- Poorly written or typed, looks unprofessional.
- Overwritten – long paragraphs and sentences – takes too long to say too little.
- Too sparse – gives only bare essentials of dates and jobs etc.
- Does not show what you are good at.
- Too many irrelevancies.
- Misspellings, typographical errors, poor grammar.
- Tries too hard – fancy typesetting, binders, photos etc.
- Misdirected – connect it to the organisation you are writing to.

Sample C.V - Subject Study + No Paid Work Experience

Use this sample C.V as a basis for your own C.V if you:

- **Are studying (or have completed) a course of Subject study**
- **Have had little or no formal (paid) work experience**

This sample C.V is designed to market you to employers who will be reading applications from many other graduates and current subject students. Sometimes over 1000 people will apply for the same levelled position.

A lack of practical work experience can be a challenge for subject students and graduates. Focusing on academic achievements, demonstrated capabilities and work placements lets you show that you have professional strengths and skills without highlighting your lack of formal work experience.

This sample C.V has been designed to focus on:

- A marketing statement that ties together your academic strengths and your personal attributes
- Key skills and capabilities you have developed while studying
- Your education, including achievements that demonstrate your skills and capabilities
- Personal attributes and examples that show how you have applied these attributes
- Any work placements you have undertaken as part of your studies
- Any volunteer positions that demonstrate your skills and attributes
- A written reference that demonstrates your ability to transition from study to full-time work

This sample C.V will create a two-page C.V. If your C.V ends up being three pages long, you're probably providing too much information - try cutting some things out and sticking to two pages maximum.

If you have any questions about this sample C.V please contact us at www.youthenterprise.academy

Joe Bloggs

Email: jbloggs@email.co.uk

Mobile: XXXX XXX XXX

Seeking graduate-level opportunity in a management consultancy firm

Personable student with proven time-management and collaborative skills developed through traineeship programs and volunteer engagements. Highly articulate individual, confident working with diverse cultures and situations in which cultural awareness and appreciation are integral. Strong academic background, maintaining above-average results. Invited to participate as member of the Golden Key Honours Society. Knowledgeable and keen graduate with solid theoretical business understanding and some practical experience. Seeking opportunity to start a professional career with the long-term aim of working as a management consultant.

KEY SKILLS

- | | |
|---------------------------------|--------------------------------|
| ▪ Client engagement and support | ▪ Records management |
| ▪ Report development | ▪ Scheduling |
| ▪ Research | ▪ Change analysis |
| ▪ Statistical analysis | ▪ Process development |
| ▪ Business administration | ▪ Policy analysis |
| ▪ Proposal development | ▪ As Is & To Be process review |
| ▪ Customer service | ▪ Process re-engineering |
| ▪ Business development | |

Software Skills: Microsoft Word ~ Microsoft Excel ~ Microsoft Outlook ~ Firefox ~

EDUCATION

Unknown University

2011 - 2013

Bachelor of Business (Commerce)

Academic Achievements

- **2013:** Commendation: "Highest Academic Achievement" in Business Law
- **2012:** Invited into Golden Key Honours Society in recognition of above average results
- **2011:** Commendation: "Highest Academic Achievement" in Statistics

PERSONAL ATTRIBUTES

- ✓ **Effective Communication Skills:** Articulate communicator with an appreciation for the different communication styles required when working with team members or customers.
- ✓ **Honest and Reliable:** Strong morals and ethics ensuring honesty, reliability and ability to responsibly undertake tasks.
- ✓ **Flexible:** Understanding of the need for flexibility in order to support last-minute demands and changes. Comfortable with changing environments and situations, ensuring ability to remain flexible and adaptable at all times.
- ✓ **Time Management:** Dedication to effective prioritisation and management of time by allocating tasks and recording activities in diaries and daily to-do lists.

WORK EXPERIENCE PLACEMENT

SMITH MANAGEMENT CONSULTANTS - TRAINEE

JANUARY 2013 - MARCH 2013

3-month traineeship with management consultancy firm supporting small businesses with guidance on business management and policy development.

Achievements and Contributions

- **Client Engagement:** Worked with clients and provided general support under direct supervision of Management Consultant. Managed client files and followed up key actions.
- **Business Administration:** Assisted with general business administration tasks including responding to incoming enquiries and preparing proposals for clients.
- **Report Development:** Prepared reports following customer site visits and meetings. Accurately reported outcome of meetings while identifying tasks and activities that required follow up by client or consultant.
- **Research:** Undertook extensive research to develop an understanding of various legislation and regulations relevant to clients' requirements. Collated research into client files and firm's information library.
- **Business Development:** Contributed to reviews of marketing opportunities for sourcing new clients. Provided recommendations, including increased social media interaction, which were received positively.
- **Process Development:** Documented key processes for customers to assist with developing solid understanding of their capabilities. Reviewed all activities and provided As Is process maps.

Reference

"Joe worked with our organisation during a 3-month traineeship opportunity. We selected Joe for his mature approach to this position and his very strong communication skills. He did not let us down and over the 3 months he developed key skills while proactively contributing to the work environment. We wish Joe all the best of luck in his career and can strongly recommend him as an employee"

—Mick Smith, Director, Smith Management Consultants.

VOLUNTEER PLACEMENTS

St Vincent De Paul

2010 - 2013

Provided support during various fundraising activities for local community group. Assisted at events and gatherings including providing suggestions to help meet fundraising targets. Personally attended various events, including spending time with homeless youth in Melbourne CBD.

Community Gardens Volunteer, Nottingham

2011 - Current

Worked in community gardens assisting members of the local community with planting and caring for allocated sections. Assisted with setup and preparation of community garden, including general repair and maintenance works.

PROFESSIONAL REFEREES

Joanne Boyle

Manager

St Vincent De Paul Society

Phone XXX XXXX XXX

Allan Blue

Maintenance Manager

Nottingham Community Gardens

Phone: XXX XXXX XXX

Sample C.V - Subject Study + Work Experience

Use this sample C.V as a basis for your own C.V if you:

- **Are studying (or have completed) a course of subject study**
- **Have had some formal (paid) work experience**

If you are a graduate or a subject student with formal work experience, you will be seen very positively by prospective employers. You will be able to demonstrate a developed understanding of the requirements of the professional work environment. You will also be able to show you have employability skills and personal skills like time management, flexibility and motivation.

This sample CV has been designed to focus on:

- A marketing statement that focuses on what you bring to the job and what you have achieved (both academically and professionally)
- Key skills that are demonstrated by your professional work experience, work placements and volunteer work
- Educational achievements that demonstrate your academic capabilities
- Volunteer placements that highlight your character
- Personal skills that can help your transition into paid employment
- Work experience placements you did while studying
- Casual, part-time or full-time work experience, including the contributions and achievements that you made to those jobs

Other things you can put on your C.V include:

- Written references or referee statements that support your capabilities and skills
- Key achievements that demonstrate your personal or professional achievements (if relevant to the job)
- Sporting or community club participation that shows you to be honest, reliable, motivated and dedicated

This sample C.V is two pages long. It is recommended that you keep your C.V to no more than two pages.

You should only make your CV more than two pages long - but no more than three pages long - if you have had more than two full-time, part-time or casual jobs that you really need to include.

If you have any questions about this sample CV please contact us at contact@youthenterprise.academy

Matthew Claus

Email: matthewclaus@email.co.uk

Mobile: XXXX XXX XXX

Seeking graduate-level opportunity in a management consultancy firm

Personable individual with proven time-management skills developed from ongoing casual employment while studying and undertaking internships and volunteer placements. Highly articulate individual able to work confidently with diverse cultures and situations in which cultural awareness and appreciation are integral. Strong academic background with above-average results. Invited to join Golden Key Honours Society. Knowledgeable and keen graduate with solid theoretical business understanding and a range of practical experience. Seeking an opportunity to start a professional career with the long-term aim of working as a management consultant.

Key Skills:

- Client engagement and support
- Report development
- Research
- Statistical analysis
- Business administration
- Proposal development
- Customer service
- Business development
- Records management
- Scheduling
- Change analysis
- Process development
- Policy analysis
- As Is & To Be process review
- Process re-engineering

Software Skills: Microsoft Word ~ Microsoft Excel ~ Microsoft Outlook ~ Firefox

EDUCATION

Unknown University

2011 - 2013

Bachelor of Business (Commerce)

Academic Achievements

- **2013:** Commendation: "Highest Academic Achievement" in Business Law
- **2012:** Invited to join Golden Key Honours Society in recognition for maintaining above average results
- **2011:** Commendation: "Highest Academic Achievement" in Statistics

VOLUNTEER PLACEMENTS

| | | |
|----------------|-------------------------------------|-----------------------|
| 2011 - Current | Community Gardens volunteer, Melton | Volunteer Assistant |
| 2010 - 2012 | St Vincent De Paul | Fundraising Volunteer |

PERSONAL ATTRIBUTES

- ✓ **Effective Communication Skills:** Articulate communicator with appreciation for different communication styles required when working with team members or customers.
- ✓ **Honest and Reliable:** Strong morals and ethics ensuring honesty, reliability and ability to responsibly undertake tasks.
- ✓ **Flexible:** Understanding of the need for flexibility in order to support last-minute demands and changes. Comfortable with changing environments and situations, ensuring ability to remain flexible and adaptable.
- ✓ **Time Management:** Dedication to effective prioritisation and management of time by allocating tasks and recording activities in diaries and daily to-do lists.

WORK EXPERIENCE PLACEMENT

SMITH MANAGEMENT CONSULTANTS - INTERN

JANUARY 2013 - MARCH 2013

3-month traineeship with management consultancy firm supporting small businesses with guidance on business management and policy development.

Achievements and Contributions

- **Client engagement:** Worked with clients and provided general support under direct supervision of Management Consultant. Managed client files and followed up key actions.
- **Business Administration:** Assisted with general business administration tasks including responding to incoming enquiries and preparing proposals for clients.
- **Report Development:** Prepared reports following customer site visits and meetings. Accurately reported outcome of meetings while identifying tasks and activities that required follow up by client or consultant.
- **Research:** Undertook extensive research to develop an understanding of various legislation and regulations relevant to clients' requirements. Collated research into client files and firm's information library.
- **Business Development:** Contributed to reviews of marketing opportunities for sourcing new clients. Provided recommendations, including increased social media interaction, which were received positively.
- **Process Development:** Documented key processes for customers to assist with developing solid understanding of their capabilities. Reviewed all activities and provided As Is process maps

EMPLOYMENT HISTORY

KSMART

2011 - CURRENT

CUSTOMER SERVICE ASSISTANT & LAY-BY ASSISTANT

This casual position supported general customer service demands while also assisting in the processing of customer lay-bys and stock requests.

Achievements and Contributions

- **Customer Service:** Provided customer service at registers, lay-by counter and on retail floor. Responded to all customer enquiries, providing support and guidance as required.
- **Cash Management:** Ensured accurate management of all cash sales. Counted out all amounts of cash in front of customers to minimise conflict and ensure accurate reconciliation of daily sales.
- **Stock Control:** Returned stock to floor and assisted in restocking of products as required. Supported visual merchandising standards while setting up new displays and rotating required stock.
- **Transaction Processing:** Created customer records when processing lay-bys, stock movements and refunds. Ensured stock was allocated and all required information was accurately recorded.
- **Sales Reconciliations:** Assisted shift supervisor in reconciling ad hoc and daily sales transactions. Provided support through re-checks while helping to resolve discrepancies.

PROFESSIONAL REFEREES

Joanne Boyle

Manager
St Vincent De Paul Society
Phone XX XXXX XXXX

Carmen Smith

Customer Service Manager
KSmart
Phone: XX XXXX XXXX

Sample CV - Year 10 or Earlier + Work Experience

Use this sample CV as a basis for your own CV if:

- **Your highest level of study is Year 10 or earlier**
- **You have some formal (paid) work experience**

If your highest level of study is Year 10 or earlier, and you've had some formal (i.e., paid) work experience, you've already had a chance to develop some of the key skills that employers are looking for. The challenge, though, is selling yourself.

The types of jobs you'll probably be applying for will be very popular. There will be a large number of other candidates, which means your C.V needs to effectively sell you and help you to stand out. This sample C.V is designed to highlight the key information that shows you will make a good employee. It focuses on:

- A marketing statement that highlights your experience and capabilities
- Key skills relevant to the job (and a demonstration of how you've used these skills)
- A list of personal attributes that make you a good employee and a willing team member
- Achievements and contributions from previous jobs that highlight your experience working in a professional environment
- Any student work placements, work experience or volunteer positions that demonstrate what you can bring to the organisation

Other things you can put on your C.V include:

- Written references or referee statements (these can be included in the Employment History section or with the contact details for your referees)
- Any hobbies or interests that are relevant to the job or organisation
- Any sporting or community club participation (if relevant to the job)

This sample CV is two pages long, but your CV may end up only being one page long. A one-page CV is more than acceptable when you're just starting out in the world of work.

If your CV ends up being three pages long, you're probably providing too much information - try cutting some things out and sticking to two pages maximum.

If you have any questions about this sample CV please contact us at contact@youthenterprise.academy

Carol Smith

Email: carolp@abcompany.co.uk

Mobile: XXXX XXX XXX

Experienced customer service employee seeking full-time opportunities

Young and articulate individual with demonstrated experience working in casual face-to-face customer service roles. Strong interpersonal skills ensuring the ability to work in a highly diverse environment in which respectful and effective communication skills are integral. Proven strengths in cash management, stock control, transaction processing and problem resolution ensuring the ability to transition from casual to full-time customer service roles. Recent school-leaver seeking a full time position in retail.

Key skills:

- | | | |
|---|--------------------------|-------------------------|
| ✓ Customer service (phone and face-to-face) | ✓ Transaction processing | ✓ Store-based security |
| ✓ Problem solving | ✓ Sales refunds | ✓ Stock receipting |
| ✓ Cash management | ✓ Dispute resolution | ✓ End-of-day processing |
| ✓ Sales reconciliations | ✓ Data processing | ✓ Sales negotiations |
| | ✓ Inventory control | ✓ Product selection |

Technical Skills: Microsoft Word ~ Microsoft Excel ~ Microsoft Outlook

EDUCATION

Bacchus Marsh High School

Year 10

2013

Academic Achievements:

- **2013:** Achieved highest grade in Business Studies subject
- **2011:** Completed short course in effective customer service skills through school development program

PROFESSIONAL SKILLS

- **Customer Service:** Recognised ability to communicate effectively with a range of individuals from different cultures and backgrounds. Demonstrated through ongoing placement as casual Customer Service Assistant.
- **Problem Solving:** Ability to apply a logical approach to problem solving that minimises conflict and creates positive outcomes. Commended capabilities in making other individuals understand reasons for proposed resolutions.
- **Collaborative Team Member:** Ability to collaborate with team members recognised by staff-nominated employee of the month award, awarded 3 times over a 2-year period.

PERSONAL ATTRIBUTES

- **Reliable:** Commended reliability demonstrated by completion of all rostered shifts as well as availability for non-preferred shifts to assist during peak seasons.
- **Enthusiastic:** Always willing to build morale and improve work environment by showing enthusiasm for all tasks and responsibilities.
- **Adaptable:** High levels of flexibility allow adaptation to demands of a highly competitive and demanding industry.

PROFESSIONAL WORK EXPERIENCE

KSMART

2011 - CURRENT

CUSTOMER SERVICE ASSISTANT & LAY-BY ASSISTANT

This casual position supported general customer service demands while also assisting in the processing of customer lay-bys and stock requests.

Achievements and Contributions

- **Customer Service:** Provided customer service at registers, lay-by counter and on retail floor. Responded to all customer enquiries, providing support and guidance as required.
- **Cash Management:** Ensured accurate management of all cash sales. Counted out all amounts of cash in front of customers to minimise conflict and ensure accurate reconciliation of daily sales.
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- **Sales Reconciliations:** Assisted shift supervisor in reconciling sales transactions. Provided support through re-checks while helping to resolve discrepancies.

STUDENT WORK PLACEMENTS

TAYLOR SMITH PARTNERS - RECEPTIONIST (2-WEEK WORK PLACEMENT)

2013

Achievements and Contributions

- **Customer Service:** Responded to incoming calls. Screened telemarketing and direct sales calls while transferring customer enquiries to appropriate department.
- **Administration:** Typed general communication and letters to customers and businesses as directed. Ensured accurate development of communication by providing correspondence to supervisor for approval.
- **Mail:** Managed coordination of all incoming and outgoing mail requirements. Organised couriers and urgent letters as required.
- **Records Processing:** Entered customer information into internal records management system. Updated existing customer records while creating new data files as directed.
- **Visitor Management:** Greeted all visitors to site and ensured they understood their obligations and expectations while on site. Ensured all visitors added details to visitor log.

PROFESSIONAL REFEREES

Kim Nash
Supervisor
Taylor Smith Partners
Phone XX XXXX XXXX

Carmen Smith
Customer Service Manager
KSmart
Phone: XX XXXX XXXX

Sample Curriculum Vitiate - No Paid Work Experience

Use this sample C.V as a basis for your own C.V if you:

- **Are studying (or have completed) a course of the subject study**
- **Have had little or no formal (paid) work experience**

This sample Curriculum Vitiate is designed to market you to employers who will be reading applications from many other graduates and current subject students. Sometimes over 1000 people will apply for the same graduate level position.

A lack of practical work experience can be a challenge for subject students and graduates. Focusing on academic achievements, demonstrated capabilities and work placements lets you show that you have professional strengths and skills without highlighting your lack of formal work experience.

This sample Curriculum Vitiate has been designed to focus on:

- A marketing statement that ties together your academic strengths and your personal qualities
- Key skills and capabilities you have developed while studying
- Your education, including achievements that demonstrate your skills and capabilities
- Personal qualities and examples that show how you have applied these qualities
- Any work placements you have undertaken as part of your studies
- Any volunteer positions that demonstrate your skills and qualities
- A written statement that demonstrates your ability to transition from study to full-time work

This sample C.V will create a two-page C.V. If your C.V ends up being three pages long, you're probably providing too much information - try cutting some things out and sticking to two pages max.

If you have any questions about this sample C.V please contact us at contact@youthenterprise.academy

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Joe Bloggs

Email: JoeBloggs@gmail.co.uk

Mobile: 0123 456 7890

Seeking graduate-level opportunity in a management consultancy firm

Personable and astute student with proven time-management and collaborative skills developed through traineeship programs and volunteer engagements. Highly articulate individual, confident working with diverse cultures and situations in which cultural awareness and appreciation are integral. Strong academic background, maintaining above-average results. Invited to participate as member of the Golden Key Honours Society. Knowledgeable and keen graduate with solid theoretical business understanding and some practical experience. Seeking opportunity to start a professional career with the long-term aim of working as a management consultant.

KEY SKILLS

- | | |
|---------------------------|--------------------------------|
| ▪ Client care and support | ▪ Records management |
| ▪ Report development | ▪ Scheduling |
| ▪ Research | ▪ Change analysis |
| ▪ Statistical analysis | ▪ Process development |
| ▪ Business administration | ▪ Policy analysis |
| ▪ Proposal development | ▪ As Is & To Be process review |
| ▪ Customer service | ▪ Process re-engineering |
| ▪ Business development | |

Software Skills: Microsoft Word ~ Microsoft Excel ~ Microsoft Outlook ~ Google Chrome

EDUCATION

Sheffield Hallam University

2011 - 2013

Bachelor of Business (Commerce)

Academic Achievements

- **2013:** Commendation: "Highest Academic Achievement" in Business Law
- **2012:** Invited into Golden Key Honours Society in recognition of above average results
- **2011:** Commendation: "Highest Academic Achievement" in Statistics

PERSONAL ATTRIBUTES

- ✓ **Effective Communication Skills:** Articulate communicator with an appreciation for the different communication styles required when working with team members or customers.
- ✓ **Honest and Reliable:** Strong morals and ethics ensuring honesty, reliability and ability to responsibly undertake tasks.
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WORK EXPERIENCE PLACEMENT

SMITH MANAGEMENT CONSULTANTS - INTERN

JANUARY 2013 - MARCH 2013

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Achievements and Contributions

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Personal Reference

"Joe worked with our organisation during a 3-month traineeship opportunity. We selected Joe for his mature approach to this position and his very strong communication skills. He did not let us down and over the 3 months he has developed key skills while proactively contributing to the work environment. We wish Joe all the best of luck in his career and can strongly recommend him as an employee"

—Mick Smith, Director, Smith Management Consultants.

VOLUNTEER PLACEMENTS

St Vincent De Paul

2010 - 2013

Provided support during various fundraising activities for local community group. Assisted at events and gatherings including providing suggestions to help meet fundraising targets. Personally attended various events, including spending time with homeless youth in Hope for the homeless.

Community Gardens Volunteer, Melton

2011 - Current

Worked in community gardens assisting members of the local community with planting and caring for allocated sections. Assisted with setup and preparation of community garden, including general repair and maintenance works.

PROFESSIONAL REFEREES

Joanne Boyle

Manager
St Vincent De Paul Society
Phone 0123 456 7890

Allan Blue

Maintenance Manager
Melton Community Gardens
Phone: 0123 456 7890

Cover Letter

27 White Road, Apt. 37
London W15 3AR
England
Tel: 0181 94501
Fax: 0181 94502

Monday 15 December

Mr Smith
4 Nelson Street Apt 5
London W15 3AR

Dear Mr Smith

I saw your advertisement for a Business Journalist in today's newspaper. I am very interested in the job and I think I have many of the necessary skills.

I studied politics and modern languages at University. I got grades in French, German and Spanish. I had academic jobs in Europe and South America, and at the same time worked as a Business Journalist for the Company during the last five years.

I enclosed a copy of my curriculum vitae. I look forward to hearing from you soon. Please do not know if you need more information.

Yours sincerely

Nancy Clark

Sample Cover Letter: Cold Calling

(Youth Enterprise & Employability Academy Cover Letter Template)

Use this sample cover letter if:

- **You're looking for work at a specific company or business**
- **There are no advertised vacancies at that business**

This sample cover letter can help you contact a business or company directly to ask if there are jobs available with them. This approach is called "cold calling". Cold calling lets you tap into the "hidden job market". Some reports indicate that there are more unadvertised jobs out there than advertised ones.

Cold calling shows that you're independent and enthusiastic, which are qualities employers are looking for. Even if there is no work currently available, potential employers may keep your application on file and approach you at a later date when work does become available. Even if they don't call you, it's worth following up your initial call in a month or so to see if the situation has changed.

Key points of a cold calling cover letter are that it:

- Introduces you
- Explains why you're writing to the business
- Shows you've taken the time to research the business
- Links what you learned about the business to your own experience, values, interests or goals
- Finishes by inviting the business to contact you and indicating that you will follow up your letter with direct contact (note that if you say you're going to contact them, you *must* do so)

If you haven't had any formal, paid work experience, things you can mention instead include:

- School work experience or volunteer work that demonstrates your strengths and attributes
- General skills that help you work in a team and as part of an organisation
- Any sporting or community club participation (if relevant)
- Hobbies or interests that are relevant to the job or demonstrate your professional experience
- Personal attributes that will help you learn to work in a professional work environment

In general a good cover letter should usually include:

- Your name, email address and phone number at the top of the page on the right
- The name of the business and the contact person's full name (if you know it) on the left
- The date you wrote the letter on the right
- A reference line (e.g., "Re: General application for positions within your organisation")
- An address to the reader directly (e.g., "Dear Mr. Moyle" - try to avoid using "To whom it may concern" if you can)

If you have any questions about this sample cover letter, contact us at contact@youthenterprise.academy

Joanne Tint
Email: joannetint@xmail.com
Mobile: XXX XXXX XXXX

Mr Allan Moyle
John Smith and Associates
Phone: XX XXXX XXXX
Email: enquiries@johnsmithandassociates.com.au

23 April 2015

RE: General application for available positions within your organisation

Dear Mr. Moyle,

As a recent Bachelor of Information Technology (Networking) graduate, I would like to enquire about positions available within your organisation and provide you with my details for your records.

I have had a strong interest in IT since a young age. I have always enjoyed the challenge of being able to identify faults and work to resolve them. Encouraged by this passion I have recently graduated as a Bachelor of Information Technology with a major in Networking.

While studying I worked as a provider of casual support for IT-related issues on a referral basis. I also worked part-time at Drew Smith Electronics. A technically competent individual, I have a passion for all things technological and a desire to establish a career as an IT professional.

I have been recognised for my high level of motivation and my strong communication skills. I am able to adapt my communication style to reflect the needs of any audience. I have a high level of problem-solving skills and a willingness to focus on my ongoing professional development.

I understand that, as a graduate, I have a lot to learn about working within an organisation. I would like to start in an entry-level position that would allow me to be mentored in my professional development.

I am interested in your organisation's reputation as a leader in the provision of data centre management services. My research into your organisation has shown me that you work closely with a range of clients to manage their data centre needs through outsourced service agreements.

I believe that the opportunity to work in different environments and with different technologies will help me develop skills your organisation can use to meet the changing needs and demands of your clients.

Your reputation for quality support and for being an employer of choice shows that you have an understanding of the needs of your clients as well as your employees. I would appreciate the opportunity to meet with you in order to introduce myself and discuss any suitable positions that may be available.

I enclose my C.V for your consideration. I will follow up this enquiry in the coming weeks, but I would be grateful if you were to contact me in the meantime should you know of a position that you think is suitable. I can be contacted at all times on the details provided above.

Thanking you in advance for your time,

Joanne Tint

Sample Cover Letter: Email Cover Letter + No Work Experience

(Youth Enterprise Academy Cover Letter Template)

Use this sample cover letter if:

- **You're applying for a job that has been advertised**
- **You don't have any formal (paid) work experience**
- **You've been asked to send your cover letter as an email**

This sample cover letter demonstrates the things you need to address if you're applying for an advertised job with an email cover letter, but you don't have any formal (paid) work experience.

Some job ads ask you to submit a cover letter in an email instead of attached as a document. When this happens, the format of your letter will be a little different. A good email cover letter should include:

- Your name and the job title in the email's subject line (e.g., Application for Administration Assistant role")
- None of the traditional letter formatting - leave out the contact details and date and go straight to "Dear
- An address to the reader directly (e.g., "Dear Mr. Moyle" - try to avoid using "To whom it may concern" if you can)
- An opening statement that briefly introduces you to the reader
- A main body that highlights qualities and characteristics you have that are relevant to the job
- A closing paragraph asking to arrange an interview
- A professional signature at the end of the email that includes your phone number
- Remember to always send the email from a professional-looking email address (e.g., jayani@gmail.com, NOT bigboyjay@gmail.com)

If you don't have any formal work experience, things you can mention in your cover letter include:

- General skills that help you work in a team and as part of an organisation
- Personal attributes that will help you learn to work in a professional work environment
- Key strengths and contributions that show you are a stand-out applicant
- School work experience or volunteer work that demonstrates your strengths and attributes
- Any sporting or community club participation (if relevant)
- Any hobbies or interests that are relevant to the job or demonstrate your professional experience

Key points of this cover letter are that it:

- Introduces you to the reader
- Responds to the requirements of the job
- Attracts the reader's interest and refers them to your resume
- Doesn't include too many "I" statements, which can run the risk of disengaging the reader

The focus of this kind of cover letter is to prove your qualities and characteristics are a good fit with the job and also that they will make a positive contribution to the organisation or business.

If you have questions about this sample cover letter, email us at contact@youthenterprise.academy

From: joannet@gmail.com
To: enquiries@moylesolutions.com
Date: 23 April 2015
Subject: Joanne Tint - Application for Casual Retail Sales Assistant position

Dear Mr. Moyle,

As a highly motivated and dedicated student with strong communication and interpersonal skills, I would like to apply for the position of Casual Retail Sales Assistant.

As a student I have been extensively involved in my school community, which has allowed me to develop strong interpersonal skills. My involvement in various events, including drama plays and sports carnivals, has allowed me to work closely with my peers while supporting the school community as a whole.

These experiences have allowed me to develop strong time management and organisational skills, which I see as being very important when seeking to work in casual employment while continuing to study.

Personal attributes that I believe make me suitable for this position includes:

- **Motivation:** Volunteer participation and school results demonstrate high motivation.
- **Customer Service:** Assisting with the sale of products at community events has allowed the development of customer service skills.
- **Communication:** Acting in drama performances and working as an MC for school events has allowed the development of communication skills.

My teachers and educators have commended me for my willingness to participate and my dedication to helping out where possible. I enjoy working with others and believe that my strong communication skills will ensure that I can meet the expectations of this role.

I am aware that you will receive a large number of applications for this job, but I would very much appreciate the opportunity to demonstrate my capabilities to you in person.

I believe that I have a lot to offer your organisation. I am keen to develop my professional skills and look forward to discussing my application with you at an interview. I have attached a copy of my resume for your consideration. I can be contacted at all times on the details provided above.

Thanking you in advance for your time,

Joanne Tint

Sample Cover Letter: Cover Letter Only + No Work Experience

(Youth Enterprise & Employability Academy Cover Letter Template)

Use this sample cover letter if:

- You're applying for a job that has been advertised
- You've been asked to apply using only a cover letter
- You don't have any formal (paid) work experience

Some organisations will ask you to respond to their job requirements in a one-page cover letter, without submitting your resume. When this happens it's important to use your cover letter to link your experience and skills to the requirements of the job.

If you haven't had any formal, paid work experience, matching your experience and skills to the job requirements might be a little harder, but it's not impossible. Things you can mention instead of paid work experience include:

- School work experience or volunteer work that demonstrates your strengths and attributes
- General skills that help you work in a team and as part of an organisation
- Any sporting or community club participation (if relevant)
- Any hobbies or interests that are relevant to the job or demonstrate your professional experience
- Personal attributes that will help you learn to work in a professional work environment
- Key strengths and contributions that show you are a stand-out applicant

When writing a letter like this you should include:

- Your name, email address and phone number at the top of the page on the right
- The name of the business and the contact person's full name on the left
- The date you wrote the letter on the right
- A reference line (e.g., "Re: Application for Administrative Assistant position")
- An address to the reviewer directly (e.g., "Dear Mr. Castle" - try to avoid using "To whom it may concern" if you can)
- An opening statement that briefly introduces you to the reader
- A paragraph that summarises your experience and skills
- A list that clearly outlines how you meet each requirement of the job (use one bullet point for each requirement and make sure each bullet point is no more than two lines)
- A closing paragraph asking to arrange an interview

Key points of this cover letter are that it:

- Introduces you to the reader
- Responds to the requirements of the job
- Doesn't include too many "I" statements, which can run the risk of disengaging the reader

If you have any questions about this sample cover letter, please contact us at contact@youthenterprise.academy

Anne Cuts

Email: anna.cuts@xmail.com

Mobile: XXX XXXX XXXX

Mr Alan Castle
Stunning Creations
Phone: XX XXXX XXXX
Email: enquiries@stunningcreations.co.uk

23 Nov 2020

RE: Application for Retail Assistant position

Dear Mr. Castle,

As a young, motivated individual I am extremely interested in submitting an application for the Retail Assistant role currently advertised at Pride Family Jewellers.

In responding to the specific requirements of this position I would like to highlight how my experience can demonstrate my ability to meet each of these.

- **Previous experience in retail:** I am a regular weekend volunteer at Lions Club sausage sizzle fundraiser, helping to take orders, handle money and respond to customer enquiries.
- **Exceptional communication skills:** I am an articulate communicator who understands the different communication styles required when working with fellow volunteers and customers.
- **Great attention to detail:** My teachers have complemented me on the attention to detail I have demonstrated in my school assignments and presentations.

In November 2019 I completed my OCR studies and also obtained a Certificate II in Business Administration.

Above and beyond my experience and capabilities I have been commended for my high level of interpersonal skills and my naturally engaging personality. My motivations include learning new things, the challenge of meeting the needs of an organisation, and ensuring high-quality outcomes.

I would appreciate the opportunity to meet with you to discuss my application and this position in more detail at an interview. I can be contacted at all times on the details provided above.

Thanking you in advance for your time,

Anne Cuts

Sample Cover Letter: Work Experience

(Youth Enterprise & Employability Academy Cover Letter Template)

Use this cover letter template if:

- **You're applying for a job that has been advertised**
- **You have some formal (paid) work experience**

This sample cover letter demonstrates the kind of things you should include when you're applying for an advertised job and you have some formal (paid) work experience.

You can use this sample cover letter whatever your level of education. This sample has been designed to be used by high school students and graduates, and also people who have left school without doing OCR.

A good cover letter should include:

- Your name, email address and phone number at the top of the page on the right
- The name of the business and the contact person's full name (if you know it) on the left
- The date you wrote the letter on the right
- A reference line (e.g., "Re: Application for Administration Assistant position")
- An address to the reader directly (e.g., "Dear Mr. Moyle" - try to avoid using "To whom it may concern" if you can)
- An opening statement that briefly introduces you to the reader
- A main body that highlights the skills and experiences you have that are relevant to the job
- A closing paragraph asking to arrange an interview

Other things you can mention in your cover letter include:

- General skills that help you work in a team and as part of an organisation
- Personal attributes that will help you learn to work in a professional work environment
- Key strengths and contributions that show you are a stand-out applicant
- School work experience or volunteer work that demonstrates your strengths and attributes
- Any sporting or community club participation (if relevant)
- Any hobbies or interests that are relevant to the job or demonstrate your professional experience

Key points of this cover letter are that it:

- Introduces you to the reader
- Responds to the requirements of the job
- Attracts the reader's interest and refers them to your resume
- Doesn't include too many "I" statements, which can run the risk of disengaging the reader

The focus of this kind of cover letter is to prove that you're able to meet the requirements of the job and make a positive contribution to the organisation or business.

If you have any questions about this sample cover letter, contact us at contact@youthenterprise.academy

Jo Smith
Email: josmith@xmail.com
Mobile: XXX XXXX XXXX

Mr Joe Bloggs
Joe Bloggs and Associates
Phone: XX XXXX XXXX
Email: enquiries@joebloggsandassociates.co.uk

23 April 2015

RE: Application for Trainee Administrative Assistant position

Dear Mr. Bloggs,

As a young and motivated individual I am extremely interested in submitting an application for the advertised Trainee Administrative Assistant position with John Smith and Associates.

In November 2014 I completed my OCR studies and also obtained a Level 2 in Business Administration. This has given me a range of practical capabilities that will meet the needs of this role.

While completing my OCR studies I worked part-time as a Customer Service Assistant for KSmart. My responsibilities in this role included providing face-to-face customer service and assisting on the floor with stock movements and visual merchandising. This position has given me key employability skills while also allowing me to experience working in a professional and fast-paced work environment.

With regard to my ability to meet the specific requirements of this job:

- **Customer Service:** Worked for four years in a face-to-face customer service environment providing customer service at registers, lay-by counter and on the retail floor.
- **Reception duties:** Responsibilities at a local gym included answering incoming phone calls and assisting customers with enquiries.
- **General Administration:** Level 2 in Business Administration has provided training in the use of skills including filing, data processing, records management and written communication.

My teachers and employers have commended me for my high level of interpersonal skills and naturally engaging personality. My motivations include learning new things and the challenge of meeting key objectives. My current and previous managers can be contacted to provide more information about my ability to meet the needs of this job.

I understand that you will receive a large number of applications for this role. I do, however, believe that my motivation, commitment and pre-existing skills will allow me to fit into your work environment and immediately start supporting the needs of your organisation.

I would appreciate the opportunity to meet with you to discuss my application at an interview. I have enclosed a copy of my resume for your consideration. I can be contacted at all times on the details provided above.

Thanking you in advance for your time,

Jo Smith

Joe Bloggs
10 Street Road
Cleckhuddersfax
YK1 1SH
Telephone: 01234 234432

Mr P Pod
Personnel Officer
Global Heater
Bigge Industrial Estate
Long Lane
Cleckhuddersfax
YK4 2BE

Date

Dear Mr Pod,

I wish to apply for the post of (name of job) advertised in the (name of paper) on (date).

Please send me an application form and any further details you can make available to me about the job and your company. Thank-you.

Your sincerely,

Joe Bloggs

Joe Bloggs
10 Street Road
Cleckhuddersfax
YK1 1SH
Telephone: 01234 234432

Mr P Pod
Personnel Officer
Global Heater
Bigge Industrial Estate
Long Lane
Cleckhuddersfax
YK4 2BE

Date

Dear Mr Pod,

With reference to your advertisement in the (name of paper) on (date), I would like to apply for the vacancy of (name of job).

I enclose a copy of my C.V. with details of my education and experience. I will be leaving (school/college) on (date). I am interested in working as a (name of job) because (your reasons).

If you require any further information please do not hesitate to contact me. I look forward to hearing from you in the near future.

Yours sincerely,

Joe Bloggs

Joe Bloggs
10 Street Road
Cleckhuddersfax
YK1 1SH
Telephone: 01234 234432

Mr P Pod
Personnel Officer
Global Heater
Bigge Industrial Estate
Long Lane
Cleckhuddersfax
YK4 2BE

Date

Dear Mr Pod,

Enclosed is the completed application form which you very kindly sent me.

I am interested in working as a (name of job) because (your reasons).

If you require any further information please do not hesitate to contact me. I look forward to hearing from you in the near future.

Yours sincerely,

Joe Bloggs

Joe Bloggs
10 Street Road
Cleckhuddersfax
YK1 1SH
Telephone: 01234 234432

Mr P Pod
Personnel Officer
Global Heater
Bigge Industrial Estate
Long Lane
Cleckhuddersfax
YK4 2BE

Date

Dear Mr Pod,

I am writing to ask if you have any vacancies in (type of work) that would be open to someone of my age and experience.

I am keen to work in (type of work) because (your reasons). I have some experience in (type of work) which I gained by (brief details of work experience, part time and holiday jobs, etc.) I am (brief details of the kind of person/potential employee you are/will be).

I am currently studying at (school/college) and will be taking (level of exams) in (subjects, course title) in (date). I would like to start work as soon as possible.

I will telephone your department in a few days to confirm that you have received this letter. I enclose a copy of my C.V. I look forward to hearing from you in the near future.

Yours sincerely,

Joe Bloggs

Telephone Applications

Telephone Applications

The advertisement might ask you to telephone for further details about the job, or for an application form. This may require great courage for some people more than others. For example: it is a good idea to plan in advance what you might want to say, and how you will say it. Making notes will give you the confidence and help you overcome the anxious feeling that you might 'dry up' in the middle of the call. The impression you make during this first direct contact with your possible employer is going to be very important for you.

Checklist and hints for making a telephone application.

1. Be prepared. Have with you: a copy of the advertisement, a pencil/pen and paper.
2. Sound confident (even if your knees are knocking together), standing can often make you feel braver on the telephone. Be enthusiastic and polite.
3. Ask for the person named in the advertisement (if no name is given they will be a job title, such as 'the personnel manager').
4. Announce yourself clearly giving your name and explain why you are ringing. E.g: 'I am interested in the job of trainee sales assistant advertised in last night's evening standard.
5. Ask for further details about the job (if they are given to you over the telephone, make a note of them).
6. Ask to be sent a application form through email or post, again, give your name clearly, your full address (including postcode) and email address.
7. If you are offered an interview, check the date, time and place – ask for instructions on how to get there.
8. End the conversation on a positive note, e.g. 'Thank-you for the information – I look forward to receiving the application form' (or 'I look forward to meeting you at the interview'). 'goodbye'.

Paper Applications



The Paper Person

Application Forms

You have written or telephoned for an application form, and must now complete it. As with your letter it is important to make the best first impressions possible and not to put off a prospective employer or training scheme manager by producing a scruffy, illegible or carelessly answered form.

- Practise your answers and how you will lay them out clearly in the right amount of space using spare paper or a photocopy of the form. Do this BEFORE copying out the final version onto the form itself.
- Read the instructions and questions carefully before starting to fill in the form. If it asks you to use capital letters THEN USE THEM! Don't 'use up' your answer to a question that comes later in an earlier space.
- Give complete information (dates, type of work involved) but keep it concise.
- Put the right information in the right section.
- If the question doesn't apply to you, put N/A (Not Applicable)
- Write neatly using a good pen that will not blot or smudge, if your writing is poor, type instead.
- Check your spelling and grammar, ask a friend, parent or teacher to help you check – as they can sometimes spot errors in which you have missed.
- If you make a small mistake, rather than crossing it out it will be better to use 'tipp-ex' or another correcting fluid but wait until it is dry before writing over it.
- Take a copy of your completed form and keep it with the copy of your letter and the advertisement in your job file. You will then be able to remember what you have told the company.
- Don't forget to ask referees if they are prepared to write a reference for you. People will not usually refuse, but it is important not to ask them and if you give them plenty of warning they will be able to think about what they know of you and have plenty to write in your favour.

The Paper Person

Before you meet the employer or interviewer for the training placement they will know a lot about you from the paperwork you have sent to them.

There are usually more applications than positions so a selection must be made. Quite often the chances of someone getting called to an interview and having a chance of getting the job after the interview are quite low.

- 70 applications
- 6 interviewed
- 1 appointment

Your application should make the interviewer want to invite you because: your qualifications and achievements meet the job or training course needs; you sound like an interesting and worthwhile person to meet.

Building a paper person requires you to put down in a small space all the vital information about yourself.

It needs a lot of skills to concentrate on the information

Your Curriculum Vitae

A C.V (the full name is as shown as above, this means 'course of life' in Latin) is the recognised way of setting down on paper your strengths and achievements. It enables a prospective employer or training manager to quickly read the important facts about you and your life also to learn about your educational background, your work experience, and your interests.

As you won't yet have a lot of work experience the employer will be especially interested in your activities in and out of school, so for example you have organised a disco to raise funds for the youth club or worked in an old peoples home put this down, you should also include any clubs that you are a member of (or state that you have been in the past, e.g. 'From 1980-1982 I was a member of the local guides' – or Scouts), any awards that you have won (e.g. 'Silver award for personal survival in swimming), and any interests or hobbies that you are involved in or on which you follow – but don't make these up as you make be asked to tell your interviewer about them!

At first you may find it hard to think of things that you have done, but by sitting down and making a list you will be surprised at what you remember. Preparing your CV will be very helpful to you when it comes to filling in application forms – a great deal of the information needed on a form will be at your fingertips on your CV.

Don't forget to put your dates down – otherwise the employer will not know whether you did something last month or six years ago.

An example of a CV is included in this booklet as a guideline.

The Interview

You have sent off your completed application form/s. The personnel Manager of the company has now asked you to come in for an interview. So far, so good. Now you have to go and sell yourself face-to-face. How will it be? Better or worse than the telephone application?

Let's think about:

What you do before the interview?

What you do at the interview?

What will you take with you?

Remember the job interview is a talk between two people. The interviewer will want to find out as much about you as possible. So remember to stay calm and relaxed. The interviewer will ask you a few questions to find out your weaknesses and strengths (this isn't to trick you). You will be given a set of questions to answer about the job, this will show how interested you are in the job.

Check List For Preparing for an Interview

- Find out as much about the company and the job on which you have applied for before you go. Ask your careers teacher at your school, ask a careers officer located in the town centre, you can also ask at the library or amongst your friends.
- Try and think about the questions you might be asked, especially one's arising for your C.V. or application form, such as your school career, work experience or outside interest.
- Plan what you will wear. Your personal appearance will count. For example, make sure that your interview clothes are clean and tidy and not too trendy or flashy. Don't wear thick make-up or have dirty nails/hair/shoes or laddered tights.
- Check you know how to get to the interview, and leave yourself plenty of time to do so. Prepare your papers, such as C.V, copy of your application form, letters and references if asked for them and any other certificate or diploma/s you think may be useful. (NB; never leave originals with any company – have photocopies made.)
- Think about what else you want to know about the company and job: try and prepare one or two questions you want to ask the interviewer.

Before the interview

Do:

- Check the time of your interview
- Find out how long the interview will last
- Find out the name (s) of the people interviewing you and if possible their jobs
- Find out about the company / organisation and what they do
- Think about your appearance and the impression that you want to create – first impressions do count so do think carefully
- Make sure you have the right address of the place where the interview will be held
- Make sure you know how to get there and leave plenty of time for your journey
- Arrive early
- Take the letter you received inviting you to the interview
- Try to anticipate any questions you think you are likely to be asked eg “what attracts you to this job?” “what makes you think you can do this job”.
- Write down any questions you want to ask
- Practice rehearsing some of the things you want to say out loud so you can familiarise yourself with how your answers sound
- Practice role playing interviews with someone else
- Take the time to prepare – it does make a difference

DON'T:

- **Turn up on the wrong day**
- **Be late**
- **Un-prepared**

Sample Interview Questions by type

Personal

- Tell me about yourself?
- What do you do in your spare time?
- Which hobbies and interests are important to you and why?
- What two things; do you see as your strengths?
- What do you see as your weaknesses?
- Describe yourself in three words?

Understanding of the company

- What are your main reasons for applying for this job?
- What prompted you to apply to this company?
- What do you hope to gain from this starting work with company?
- What do you think your work here would involve?
- What attracts you to a career with us?

Work/Voluntary Experience

- What work experience have you had?
- Why is it important?
- Did you enjoy it? Why/why not?
- Why should we employ you?
- Where do you think you will be in five years-time?
- What are your main achievements to date?

Employability Skills

- What do you think employers are looking for?
- What are the main things you would want from a job?
- If I was interviewing you for your dream job, what would you be telling me about yourself?
- Where do you see yourself in the next 5/10 years time?

- What skills do you have that would make you a good employability?
- What skills do you need to improve to make you more likely to get into the career you want?
- Have you any questions?

Teamwork/responsibility

- Can you give me examples of how you work as part of a team?
- What positions of responsibility have you had to date and what do you think you have learnt from the experience?

Example based questions for teamwork/responsibility

- Can you give an example of when you have been involved in a team?
 - Was it successful and why?
 - What did you learn?
- Can you give me an example of when you have effectively used problem solving?
 - What was the situation?
 - Why did it work?
 - What did you learn?
- Can you give me an example of when you had to take the lead?
 - What was the situation?
 - Why did it work?
 - What did you learn?

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