



InteGrant Project Handbook

# first steps



# UWK

information starts here ...



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# welcome

## introduction:

### **WELCOME TO THE INTEGRANT HANDBOOK!**

The Integrant handbook is a free and essential resource that you can download to keep with you at all times or use on-screen at any time.

We understand that moving to a new country is a stressful and often difficult experience for many people and we hope that this handbook will help you to deal with all of the initial necessary legal and domestic arrangements you and your family will need to make when starting your new life here.

Part 01 of the Handbook is concerned with all of essential legal requirements for you to live and work in this country. Part 02 is about helping you to fit in with the local community and your personal and professional development.

We are sure that you will find all of the information valuable and we are very interested in your opinions on the Handbook and its contents. By all means, please take the time to give us your thoughts via the INTEGRANT Chatroom on the website, we value your thoughts.

Attribution and disclaimer for INTRO page and back page of Handbook:  
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# essentials

## legal requirements:

### **WORK VISAS TO THE UK - THE TIER SYSTEM**

With Europe at its doorstep and a large domestic market, the UK immigration program offers a gateway for thousands of applicants seeking a European experience. The different categories of UK Work visas are designed to attract professionals from all industries to occupy key positions. Many UK Work visa categories allow for extended visa options which can lead to permanent residence.

#### **The Points-Based System (PBS)**

The Points Based System (PBS) is a system for managing migration for those wishing to enter the UK for work or study.

#### **Tier System**

Migrant of the Points Based System was launched for foreign nationals living in the UK on 29 February 2008 and replaced the Highly Skilled Migrant Programme (HSMP). On 30 June 2008 three additional sub-tiers were rolled-out and the programme was extended to include applicants resident overseas.

Full information about the points-based system and a self assessment calculator is available on the UK Border Agency website.

The following new guidance is now available for applicants who are resident outside the United Kingdom.

Check your eligibility at [www.ukvisas.gov.uk/en/howtoapply/](http://www.ukvisas.gov.uk/en/howtoapply/) or [www.migrationexpert.com](http://www.migrationexpert.com)

#### **TIER 1 (GENERAL) VISA**

The Tier 1 (General) visa category visa gives highly skilled workers the opportunity to live and work temporarily in the UK

#### **TIER 1 (POST-STUDY WORKERS) VISA**

The Tier 1 (Post-Study Workers) visa provides international students in the UK an opportunity to seek employment and transfer to another work visa as soon as possible

## legal requirements

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### **TIER 2 (GENERAL) VISA**

The Tier 2 (General) visa allows those with a job offer from a UK-based organisation to live and work in the UK as a sponsored worker

### **TIER 2 (SPORTSPERSON) VISA**

The Tier 2 (Sportsperson) visa allows internationally established, top level sportspersons and coaches with a job offer from a UK based organisation to live and work in the UK as a sponsored worker.

### **EEA ASSOCIATION AGREEMENT (BULGARIAN AND ROMANIAN NATIONALS)**

The EEA Association Agreement is designed to allow Bulgarian and Romanian nationals to work for a UK employer or start their own business in the UK

### **DOMESTIC WORKERS**

A Domestic Workers visa allows those who are employed as domestics in a private household to accompany their employer when they visit or move to the UK

### **TIER 2 (GENERAL) VISA**

The Tier 2 (General) visa allows those with a job offer from a UK-based organisation to live and work in the UK as a sponsored worker

### **TIER 5 (YOUTH MOBILITY SCHEME)**

The Youth Mobility Scheme allows 18 – 30 year old from participating countries a once in a lifetime opportunity to work and experience life in the UK for up to two (2) years

### **TIER 2 (MINISTER OF RELIGION) VISA**

The Tier 2 (Minister of Religion) visa allows religious workers with a job offer from a UK-based religious organisation to live and work in the UK as a sponsored worker

### **TIER 5 (TEMPORARY WORKERS)**

The Tier 5 visa category includes a range of visas which allow workers to live and work temporarily in the UK

### **WORKER REGISTRATION SCHEME**

The Worker Registration Scheme is designed for Accession 8 nationals who wish to work in the UK for more than one (1) month

### **SOLE REPRESENTATIVE**

A Sole Representative permit allows a representative of an overseas company to set up a branch or subsidiary of the company in the UK

# essentials



## housing:

### **A MIGRANT'S RIGHT TO HOUSING**

#### **Migrant Workers**

If you have a National Insurance number, you have a right to be in the UK and are registered on the Workers Registration Scheme you may go on the housing register and may be entitled to Housing Benefit, Council Tax Benefit and to apply as Homeless. Once the 12 months uninterrupted work has been completed, they will no longer be required to register as a worker, and they will have equal rights as others. In all cases there is no preferential treatment and will need to be assessed in the same way as anyone else who applies.

#### **Illegal Immigrants**

Are not entitled to housing.

#### **Asylum Seekers**

Are not entitled to housing. They are housed through NASS or privately.

## benefits:

### **BENEFITS FOR MIGRANT WORKERS**

Note: "A8" are the eight accession countries that joined the European Union in 2004 including Polish, Lithuanians, Latvians, Estonians, Hungarians, Czechs, Slovenians and Slovaks

Depending on your residency status (EU citizen or not) there are various benefits available to help you with costs of living. A8 nationals need to have been working for a year and be registered with the Workers Registration scheme for the some of the benefits to apply: Go to [www.migrantworker.co.uk/benefits.asp](http://www.migrantworker.co.uk/benefits.asp) for a full explanation

Benefits - What about entitlement to benefits?

The rules are complicated and can be different for different groups and nationalities. Foreign nationals are not entitled to benefits when they are seeking work, unless they have already worked here and are

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temporarily unemployed. Citizens from the A8 countries become entitled to benefits and housing if they are self-employed here, or if they have a job and register with the Workers Registration Scheme. Once they have been working lawfully for a year they no longer have to register when changing jobs and they become eligible for benefits when temporarily out of work as well as when working.

## **Illegal Immigrants**

Are not entitled to any benefits.

## **Asylum Seekers**

Are not entitled to any benefits.

Can Migrant Workers get extra benefits eg for vehicles?

Migrant Workers can get no extra benefits. You can apply for loans or grants for work vehicles but are subject to the same rules and application processes as anyone else.

Illegal Immigrants

Get no benefits.

## **Asylum Seekers**

Receive no benefits above their basic allowance.

## **CHILD TAX CREDIT**

Only people who fulfil UK residency requirements may claim Child Tax Credit (CTC) and Working Tax Credit (WTC). To claim the Child Tax Credit and Working Tax Credit a person must be aged 16 or over and live in the UK.

## **Who has the right to reside in the UK?**

The following groups have a right to reside in the UK when claiming CTC and Child Benefit and, depending on the full facts of their case, should be entitled to such support:

- all UK nationals and those who have a right to reside in the Common Travel Area (which covers the UK, the Republic of Ireland, the Channel Islands and the Isle of Man), by virtue of the Immigration Act 1971;
- all EEA workers legally working in the UK – there are special rules for A8 nationals.
- all work-seekers from the pre-1 May 2004 EEA Member States, Cyprus and Malta who have a reasonable chance of finding work; and third country nationals with indefinite leave to remain in the UK.

# essentials

The following groups only have a right to reside in the UK when claiming CTC and Child Benefit if they have sufficient resources not to become a burden on the social assistance system of the UK:

- all A8 nationals who are looking for work including an A8 worker who loses his or her job before having worked in the UK lawfully and uninterrupted for 12 months and is without another job for a period of more than 30 days; and all EEA (including A8) nationals who are economically inactive.

## tax + national insurance:

### **MIGRANT WORKERS – TAX AND NATIONAL INSURANCE**



You may be working here legally, that is, you have permission from the UK immigration authorities (UK Border Agency) to work in the UK, or you may be working here illegally, that is, you don't have permission to work here. If you're from a European Union (EU) country, you will almost certainly have permission to work in the UK, although, you may have had to register on the Workers Registration Scheme first. The rules about your rights might be different if you come from Bulgaria or Romania.

As long as you have permission to work in the UK, you will have certain rights.

If you're working in the UK illegally, or aren't sure whether you have permission to work here, you must get advice as soon as possible from an expert adviser.

#### **Tax and national insurance contributions**

Nearly all workers in the UK have to pay tax and national insurance contributions. The Government uses tax to run the country. National insurance pays for benefits when people retire or are sick or unemployed. Tax and national insurance are deducted from your wages by your employer and sent to HM Revenue and Customs (HMRC), the government tax department.

The amount of tax and national insurance you pay depends on how much you earn. Your employer has to give you a pay slip which should show you what money is being taken from your wages and what this money is for. You will see how much tax and national insurance has been deducted on your pay slip. At the end of the tax year, you should get a form called a P60. This will have details of what tax and national insurance you have paid over the year. These documents are very

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important as you may need them to prove that you have paid your tax and national insurance.

## **TAX**

Everyone has the right to earn a certain amount, before any tax is deducted. This is called a personal allowance. HMRC will send you a statement of how your tax is worked out. This is called a Notice of Coding.

### **Advice guide**

If you have arrived in the UK for the first time, you need to get a form called a P86. This also applies if you have been out of the UK for some time and have come back to live and work here. You use the form to tell HMRC about your position. You can get it from the HMRC website at: [www.hmrc.gov.uk](http://www.hmrc.gov.uk). It is used to give HMRC the information they need to make sure the right amount of tax is paid while you are in the UK.

If you are starting your first job in the UK, you will probably start to pay emergency tax until you have been given a proper tax code. This means you may pay more tax to start off with. You may also be given a temporary national insurance number.

## **NATIONAL INSURANCE**

To pay national insurance contributions, you must have a national insurance number - a NINO. To get a national insurance number, you need to be interviewed. To arrange an interview, you can telephone the National Employment NINO application telephone number on 0845 600 0643. Or, you can ask for help from Jobcentre Plus on 0800 055 6688.

At the interview, you'll need to prove who you are (your identity) and that you have the right to work in the UK. Take along your passport and any other documents which prove your identity. These can include a national identity card, a birth certificate or a driving license. The documents must be originals. To find out which other documents you can use, contact Jobcentre Plus or look on the Department for Work and Pensions' (DWP) website at: [www.dwp.gov.uk](http://www.dwp.gov.uk). Type national insurance in the search box. If you've already got a job, you should take your contract of employment with you or a letter from your employer. If you haven't got a job yet, you could take details of employment agencies you are registered with.

You should apply for a national insurance number as soon as you arrive in the UK.

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As long as you have applied for a number, you can start work, even if you haven't got it yet. Tell your employer you have applied for one.

For more information about paying national insurance for people coming to the UK, visit HMRC's website at: [www.hmrc.gov.uk](http://www.hmrc.gov.uk).

## **Tax refunds**

If you pay tax while you are in the UK but you don't work a whole year, you may be able to get a tax refund. For more information about claiming a refund after leaving your job, visit the HMRC website at: [www.hmrc.gov.uk](http://www.hmrc.gov.uk) and follow the links from the Income tax page to Reclaiming tax if you've overpaid through your job.

## **National insurance if you go back home**

If you come from another EU country and return home, the national insurance contributions you have paid in the UK can count toward benefits in your home country. This may not apply if you come from a country outside the EU.

## **What if you don't pay tax and national insurance**

Some employers may offer you a job without paying tax or national insurance. This is known as cash in hand and it's against the law. If your employers are breaking this law, it is very likely they will break other employment laws as well, especially those which protect workers. It will be very hard for you to take action to get your legal rights if you aren't working legally. You should avoid this type of job.

## **What if your employer doesn't pass on your tax and national insurance**

Some employers deduct money from you. They say it is for tax and national insurance but don't pass it on to HMRC. You should make sure that you're getting pay slips and a P60 at the end of the tax year. These documents prove that you paid tax and national insurance. If your employer has kept the money, HMRC will investigate them. However, if you don't have your payslips and your P60, it will be hard for you to prove you have paid tax and national insurance. This may affect what benefits you can get and HMRC could chase you for unpaid tax which they say you owe.

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

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# essentials

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## health:

### WHAT RIGHTS DOES A MIGRANT HAVE TO THE NATIONAL HEALTH SERVICE(NHS)?

Generally you have the right to register as an NHS patient with a doctor if you are in the UK for a settled purpose (i.e. are intending to be resident here for six months or more). If you are not residents then they are treated as private patients.

#### **Illegal Immigrants**

Cannot register as an NHS patient and will only be treated in an emergency by a hospital or a community doctor referred to as a "GP" (General Practitioner)

#### **Asylum Seekers**

Have the right to register as an NHS patient at a community surgery or medical practice in the area in which they live.

## employment:

### YOUR ACCESS TO EMPLOYMENT

If you're from a European Union country, you will almost certainly have permission to work in the UK, although you may have had to register on the Workers Registration Scheme first. The rules about your rights might be different if you come from Bulgaria or Romania.

#### **Your rights at work**

Workers have rights because there are laws about how the person you work for (your employer) is allowed to treat you. There are things you can do if your employer breaks the law. However, if you're a migrant worker and you try to sort out a problem at work, you're more likely to be at risk than other workers of losing your job, any accommodation which goes with it and even your right to stay in the UK.

The rights explained in here might not be the only rights you have. To find out more, you should get advice.

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## **The right to a minimum wage**

There are rules about how much an hour your employer must pay you. The very least they must pay you is an amount called the National Minimum Wage (NMW). This will depend on your age. If you are doing agricultural work, for example, crop or fruit picking, the rules about how much you should get are slightly different from other types of job.

Your employer must give you a pay-slip, telling you how much you have been paid. You might find that your employer takes money from your wages for things like your accommodation, meals, training, the cost of travel to work, or the cost of travel to the UK. They might also be taking money from your wages to pay off the costs of arranging the job for you. There are rules about how much money your employer can take from your wages to pay for things like these, and there is a set amount of money below which your wages must not go. There is a maximum amount for accommodation which can be taken into account when calculating whether you are getting the NMW.

If your employer is taking money from your wages for accommodation or training, they can only do this if you have agreed to it in writing. But even if you have agreed to this, your employer is not allowed to pay you less than the NMW. If you think you aren't being paid all the money you are owed, you should get advice.

If you think you are being paid less than the NMW, you can also report this to the National Minimum Wage Helpline on: 0845 600 0678. You don't have to give your name if you don't want to. If you find it hard to speak English, you should ask an adviser or someone else you trust to speak to the Helpline for you.

**The right to work a maximum number of hours a week** There are rules about the number of hours you are allowed to work in a week. You should not have to work more than 48 hours a week, unless you have agreed this with your employer in writing. You cannot be forced to work more than 48 hours a week. You also have the right to a break during the working day and days off during the week. There are special rules for people doing agricultural work. If you think you're working longer hours than you should be, you should get advice – see below

## **The right to paid holiday**

You have the right to take paid holiday from work. If you work five days a week, you have the right to 28 days' paid holiday a year. If you aren't given holidays from work, or aren't paid for your holidays, you should get advice – see below

**The right to health and safety protection** Your employer must make sure that the place where you work is safe for you to work in. This means

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that they must make sure you can do your job in a way which won't injure you or make you ill, and that you understand the safety rules. If you think your workplace isn't safe to work in, you should get advice – see below

## **Parental rights at work**

Most women who work have the right to take time off work to have a baby. This is called maternity leave. However, not all workers have this right. Some employers say you don't have the right to take maternity leave when you do. If your employer says you don't have this right, you should get advice– see below

You can take up to 52 weeks' maternity leave. However, only certain women can get paid maternity leave. To check whether you can get paid maternity leave, you should get advice – see below

## **The right to be protected from discrimination**

All workers in the UK have the right to be protected from discrimination by their employer. This includes discrimination because of your race, nationality or national origins, sex, sexuality, disability, age, religion or belief.

## **The right to leave your job**

You must be allowed to leave your job if you no longer want to work there. No one, including your employer, can stop you from doing this. Some migrant workers are not allowed by the UK Border Agency to find other work if they leave the job they came to the UK to do or are sacked. You may have to wait until the Home Office has sorted out your paperwork before you can get another job.

If you've left your job or are sacked and aren't sure whether you are allowed to get another one, you should get advice.

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

If you want to leave the UK before the date that you've agreed with the person you work for, you may find that you can't change the date of travel on your plane ticket. This may happen if your travel to the UK has been paid by someone else such as an agency. If you are in this situation, you should get advice – see below

## **Your employer holds onto your passport**

Your employer or employment agency is not allowed to hold onto your passport or any of your other official documents for any longer than a day. If your employer is holding onto your passport without your agreement, they could be breaking the law. If they won't give your passport back to you when you ask for it, you should get advice – see below

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## **Problems with employment agencies and gangmasters**

You may have come to work in the UK because an employment agency found work for you. Sometimes employment agencies don't tell you the truth about the work they have found for you. You may find that you are not being paid as much as you expected, or the working conditions are not as good as you were led to believe. If you think an employment agency hasn't told you the truth about your job, you may be able to complain to the Employment Agency Standards Inspectorate (EASI) by phoning 0845 955 5105. However, you can only do this if the agency has offices in the UK. If the agency doesn't have a UK office, there's usually nothing you can do.

You may work in the UK for a gangmaster. A gangmaster is someone who organises work for people, for example, on farms, in hotels, restaurants, or hospitals or on building sites. If you are having problems with your gangmaster, you can report them to the Gangmasters Licensing Authority (GLA) on 0845 602 5020 or by email to: [intelligence@gla.gsi.gov.uk](mailto:intelligence@gla.gsi.gov.uk). But you should get advice first.

## **FURTHER HELP**

### **Citizens Advice Bureau**

Citizens Advice Bureaux give free, confidential, impartial and independent advice to help you solve problems. To find your nearest CAB, including those that give advice by e-mail, click on nearest CAB, or look under C in your phone book.

For more information, follow the link as these topics are covered by the Citizens Advice Bureau

- Accidents at work
- Age discrimination at work
- Changes to employment contracts
- Children and employment
- Employer withholds your pay
- Holidays and holiday pay
- Information for small employers
- Notice of dismissal at work
- Redundancy
- Rest breaks at work
- Rights of working fathers
- Sex discrimination and sexual harassment at work
- Sickness at work
- Time off work
- Working hours
- What can I do if my employer treats me unfairly because of my race?

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- What can I do if my employer treats me unfairly because of my religion or belief?
- What can I do if my employer treats me unfairly because of my sexuality?
- Young people and employment

## **The Trades Union Congress (TUC)**

You can get information on employment rights for migrant workers on the TUC's website. It has been translated into a number of languages. Visit [www.tuc.org.uk/international](http://www.tuc.org.uk/international) and go to the section on Migration. There is also a website in Polish at [www.pracawbrytanii.eu](http://www.pracawbrytanii.eu) and in Portuguese at: [www.trabalharnoreinounido.org](http://www.trabalharnoreinounido.org).

## **The Department for Environment, Food and Rural Affairs (DEFRA)**

DEFRA has information for agricultural workers in England and Wales on the Farming page of its website at [www.defra.gov.uk/farm/working/employees/index.htm](http://www.defra.gov.uk/farm/working/employees/index.htm)

## **Department for Business, Enterprise and Regulatory Reform (BERR)**

BERR produces leaflets on employment rights for migrant workers in a number of different languages. They are available at [www.berr.gov.uk/employment/migrant-workers/index.html](http://www.berr.gov.uk/employment/migrant-workers/index.html)

## **UK Border Agency**

For more information about the rights of Bulgarian and Romanian migrant workers, visit the UK Border Agency website at [www.bia.homeoffice.gov.uk](http://www.bia.homeoffice.gov.uk)

Go to Working in the UK and then to 'For European citizens'.

# section

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## section - two

## social and cultural issues

### MEETING AND GREETING – DO'S AND DON'T'S

#### How to greet someone

English people are quite reserved when greeting one another. A greeting can be a bright 'Hello' 'Hi' or 'Good morning', when you arrive at work.

#### Terms of Endearment - Names we may call you

You may be called by many different 'affectionate' names, according to which part of the England you are visiting. Do not be offended, this is quite normal. For example, you may be called dear, dearie, flower, love, chick, chuck, me duck, me duckie, mate, guv, son, ma'am, madam, miss or sir according to your sex, age and location.

#### Do....

- stand in line ("queue")
- take your hat off when you go indoors (men only)
- say "Excuse Me" if you cough or sneeze
- pay for drink in bars as soon as you are served at the bar
- say "Please" if you want someone to do something for you, or give something to you
- say "Thank you" when people do something for you or give something to you
- shake hands When you are first introduced to someone
- say "sorry" if you accidentally bump into someone,
- smile!
- drive on the left side of the road
- open doors for other people
- smile!

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## **Don't...**

- greet people with a kiss or a hug unless you know them well
- talk loudly in public
- stare at anyone in public
- ask a lady her age

## **In Business**

A day in the life of every business person is made up of a series of meetings and greetings.

Not everyone wants to be addressed informally on the initial encounter so it is safer to remain formal throughout your first meeting with people.

Your goal within the first few minutes of meeting other people is to make them feel comfortable and to put them at ease so they will want to do business with you. When you are confident of the rules for those critical initial encounters, you will have a solid start for long-term profitable relationships.

Whether you are making the initial contact with a client or a colleague, you want to get off on the right foot. So.....

- Stand up when you meet someone.
- Smile.
- Make eye contact.
- Introduce yourself immediately.
- Offer a firm handshake.
- Pay attention to names when you meet people.
- Use first names of people whom you have just met only after they give you permission.

## **Time**

British people place considerable value on punctuality. If you agree to meet friends at three o'clock, you can bet that they'll be there just after three. Since Britons are so time conscious, the pace of life may seem very rushed. In Britain, people make great effort to arrive on time. It is often considered impolite to arrive even a few minutes late. If you are unable to keep an appointment, it is expected that you telephone the person you are meeting to let them know. Some general tips follow.

## **You should arrive:**

- At the exact time specified – for dinner, lunch, or appointments with professors, doctors, and other professionals.
- Any time during the hours specified for teas, receptions, and cocktail parties.
- A few minutes early: for public meetings, plays, concerts, movies, sporting events, classes, church services, and weddings.

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- If you are invited to someone's house for dinner at half past seven, they will expect you to be there on the dot. An invitation might state "7.30 for 8", in which case you should arrive no later than 7.50. However, if an invitation says "sharp", you should arrive absolutely on time.

## **Invitations**

"Drop in anytime" and "come see me soon" are idioms often used in social settings but seldom meant to be taken literally. It is wise to telephone before visiting someone at home.

If you receive a written invitation to an event that says "RSVP", you should respond to let the person who sent the invitation know whether or not you plan to attend.

Never accept an invitation unless you really plan to go. You may refuse by saying, "Thank you for inviting me, but I will not be able to come." If, after accepting, you are unable to attend, be sure to tell those expecting you as far in advance as possible that you will not be there.

Although it is not necessarily expected that you give a gift to your host, it is considered polite to do so, especially if you have been invited for a meal. Flowers, chocolate, or a small gift are all appropriate.

A thank-you note or telephone call after the visit is also considered polite and is an appropriate means to express your appreciation for the invitation.

## **Dress**

Everyday dress is appropriate for most visits to peoples' homes. You may want to dress more formally when attending a holiday dinner or cultural event, such as a concert or theatre performance.

## **Introduction and Greeting**

It is proper to shake hands with everyone to whom you are introduced, both men and women. An appropriate response to an introduction is "Pleased to meet you". If you want to introduce yourself to someone, extend your hand for a handshake and say "Hello, I am....". Hugging is only for friends.

## **Dining**

When you accept a dinner invitation, tell your host politely if you have any dietary restrictions because he or she will want to plan a meal that you can enjoy. The evening meal is the main meal of the day in most parts of Britain.

Food may be served in one of several ways: "family style," by passing

# working

the serving plates from one to another around the dining table; "buffet style," with guests serving themselves at the buffet; and "serving style," with the host filling each plate and passing it to each person. Guests usually wait until everyone at their table has been served before they begin to eat. Food is eaten with a knife and fork and dessert with a spoon and fork.

## **Finally**

Whatever you have picked up from this section, please do us a favour and **Have fun!**

## **finding a job:**

### **THE PRESS**

There are a number of options when looking for employment in the UK. Employment Agencies, Job Centres, Newspaper Adverts, Job Fairs and online, while smaller high street outlets and Supermarkets advertise vacancies directly to the public in store.

### **Newspapers and Trade Publications**

Newspapers and trade publications are a long established place to find job vacancies. Although the volume of job advertisements might be much less than you will find online, these publications could still have a vacancy suited to you - especially if you are looking for work in a particular area or industry.

### **Newspaper Classifieds**

Local newspaper classifieds are a good source for local job vacancies. Most newspapers carry job advertisements in their classified ads section and some have dedicated employment supplements on a regular basis. If you are looking for general work you can often find something here. If you are seeking a more specialised job, you might find an industry publication more useful.

Check your local newspaper's classified section for vacancies in your area.

### **Industry and Trade Publications**

Industry and trade publications are a great source of specialist job vacancies. They can also be a great source for information about training and training providers. Often these publications are available free to people working in the niche industry the publication is servicing, so it is worth subscribing and having the publication delivered. It's also worth taking out a paid subscription if you have to, so that you can stay in touch with the latest news and changes within your chosen industry

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## **JOB FAIRS**

Job fairs are becoming more popular as a means of finding entry level candidates.

Job fairs are a great way for candidates to meet multiple employers on the same day. You don't need to be unemployed to attend a job fair. If you are just seeking part-time work, or considering a change in employment, attending a job fair could be beneficial.

Also, JobCentre Plus holds regular job fairs to give job seekers the chance to meet and talk to employers who have vacancies available. Job seekers can pick up application forms or be interviewed at the events. Many well known employers take part in the JobCentre Plus job fairs. These events also give employers the chance to speak with others in the same business sector.

## **Preparing to Attend a Job Fair**

Before you attend a job fair you should do a little homework or you could end up wasting your time. At job fairs, employers tend to size up candidates quickly based on appearance and communication skills. If you attend a job fair, remember to prepare as if you are attending a regular job interview. If you check ahead of time, you can find out which employers will be attending the job fair and this might give you an advantage over other candidates if you choose to research those companies.

## **ONLINE**

In the UK, many employers advertise vacancies online and ask you to apply online. To keep up with the latest vacancies, you will need to:

- find ways of having access to the internet – perhaps a friend's computer, or via a Public Library or internet café.
- Learn how to search for vacancies and fill in applications online.
- Ideally, have your own email address

## **JOB CENTRE PLUS**

Jobcentre Plus is a government-funded employment agency and social security office that can be found in most cities, whose aim it is to help people of working age find employment in the UK.

The JobCentre Plus Offices can be found on most high streets. Jobcentre Plus provides resources to enable job-searchers to find work, through Jobpoints (touch-screen computer terminals), Jobseeker Direct (telephone service) and the Jobcentre Plus website. They offer information about training opportunities for the chronically unemployed. They administer claims for benefits such as Income Support, Incapacity Benefit, and Jobseeker's Allowance.

finding a job

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In the past, Jobcentre Plus helped those who were currently employed, as well as the unemployed. Now they only provide assistance to those who are unemployed and claiming benefits, though anyone can search for a job at the Jobcentre Plus website, touch screen Jobpoints or via Jobseeker Direct. Employers and employment agencies can register their vacancies online by calling Employer direct. These vacancies will be immediately listed through Jobpoints, Jobseeker Direct, and the Jobcentre Plus website.

Jobcentre Plus has Britain's largest database of job vacancies. But you can also search [www.direct.gov.co.uk](http://www.direct.gov.co.uk) Both sites access the same vacancies but offer different search criteria, so you can choose the one that best suits your needs.

Job Centres have also produced a job kit which provides helpful advice on finding work; it includes CV and interview tips and information to help you overcome any concerns, to help you find and get the job you're looking for.

If you have an idea for a business but don't know how to get started more information is available through the link <http://www.jobcentreguide.co.uk/>

Like wise if you want or need to retrain Jobcentre Plus can advise you on skills options. Depending on your age and qualifications you may be able to get free courses.

## **PRIVATE EMPLOYMENT AGENCIES**

### **Employment Agencies**

There are many types of employment agencies, most specialising in a particular industry or sector.

Registering with an agency can help you find vacancies that are not advertised directly by employers. This is especially true of large companies that outsource the pre-selection of candidates to recruitment consultants. Most recruitment Agencies have their own web site, so if you live in London but wish to relocate and work in Warwickshire, online searching can really help you secure an appointment without necessarily having to travel to the location to seek work.

### **Tips for Registering with Agencies**

Registering is easy, you either contact the agency directly or apply for one of their advertised vacancies. It is perfectly fine to register with more than one agency, but try to limit the number to prevent your CV being shown to the same employer by more than one agency - this can have a negative impact on your application. Sometimes you will need to

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be pro-active and chase-up an agency that seems slow in finding potential jobs for you. Unfortunately, some agencies are more interested in building up their candidate databases than anything else. Remember, the idea is to use the agency to find the right kind of job for you, so do not let them talk you in to applying for jobs you do not wish to take or are not qualified for, just so the agency can earn their fees.

## **Temporary Staffing Agencies**

Temporary staffing agencies usually focus on low paid temporary jobs, such as casual seasonal vacancies or manual labour shift work. These jobs usually pay little if anything more than the national minimum wage, but are flexible. These types of agencies are used by people with little or no qualifications or by students looking for temporary work between studies. Often, a person who registers with a temporary staffing agency can be working within a few days.

## **Recruitment Consultants and Agencies**

Recruitment consultants tend to focus on professional level vacancies and will work with employers to find candidates suitable for specific vacancies and it's common for consultants to focus on specialist skill areas such as IT, healthcare, or engineering. A consultant will often try to get a candidate a higher salary from the employer, because their fees are usually based on the a percentage of the candidates first year salary. Experienced consultants have a lot of knowledge about the industry they are recruiting for and this can be an advantage to both the employer and the candidate as it will help them match the best candidates for a vacancy.

## **REPLYING TO AND ADVERTISED JOB**

How to Prepare and Write a Good Response to a Job Advertisement  
So many people are in such a rush to get their application off in the post that they forget the basic principles of good presentation. Some will use poor quality small sheets of notepaper. Others will handwrite their application, which is not a bad thing in itself, but if the quality of your handwriting isn't of a high standard, then you would be wise to use a PC or, at least a typewriter. Nothing puts an employer off more than ineligible handwriting.

In fact, if you have a PC or typewriter or have access to one, you should always type any job application you make, unless specifically asked to apply in your own handwriting in the advertisement.

You should stick to no more than one side of A4 paper as a rule and always refer back to the advertisement. Pay close attention to the skills and personal qualities which the employer is looking for and use sections of the letter to demonstrate how you possess those skills and qualities citing some examples from any previous employment.

# education

You can find companies online who will supply you with a letter template for as little as £2.99. Companies such as letter expert will guide you through the process if you feel unconfident about a specific application.

## education + training

### **EDUCATION AND VOCATIONAL TRAINING IN THE UK - AN OVERVIEW**

Attendance at school for children aged between 5 and 16 is compulsory, and free of charge. Pre-school education is optional for 3-5 year old. This is available at nursery schools, nursery classes in primary schools, day nurseries and playgroups. Childcare for infants (0-3) must be arranged with properly registered organisations or individuals. A list of approved childminders and creche can usually be found on local municipality websites.

Primary schools are responsible for children from 5 -11 years.

Secondary schools are responsible for 12-16 year old, and include:

- Comprehensive schools
- Grammar Schools
- Specialist academies (for technology or performing arts for example)

Grammar schools and some academies have selective entry requirements – usually an examination and/or aptitude tests.

Private (fee paying) schools are sometimes called “Public Schools” – this can be confusing, because they are not affordable by most of the general “public”.

These schools are open to children of all ages, and are subject to exactly the same regulations as state primary and secondary schools for the subjects they teach, and the quality of their teaching.

All secondary schools offer a range of traditional academic subjects, however a “Diploma” course is being introduced into secondary education that will take more account of what young people aged 14 and above need to know when they start work.

Most young people remain in full time education in a Sixth Form College or College of Further Education until they are 18 years old, and then continue their education at a College of Further Education or University

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to undertake a higher level Certificate, Diploma or Degree course - or Training for a specific profession such as law, accountancy or medical doctor.

## **Vocational Training**

Young people (16 -25) who choose to leave full time education are guaranteed an apprenticeship. Apprenticeships lead to an "NVQ" (National Vocational Qualification) which must be achieved in a real work situation – not in a simulated environment in a college or training provider. Many young people who leave University with a degree, then undertake an NVQ programme that is specific to their chosen career.

NVQ's now apply to almost EVERY sector and at every level from trainee to senior management. They are work-related, competence-based qualifications that reflect the skills and knowledge needed actually to do a job effectively, rather than just write about how it should be done. They show that a candidate is competent in the area of work the NVQ framework represents.

NVQ's are not a "course" with a set curriculum, and within reason, do not have to be completed in a specified amount of time. They can be taken by full-time employees or by students with a work experience placement or part-time job that enables them to develop the appropriate skills. There are no age limits and no special entry requirements other than the opportunity to demonstrate their skills in a real work environment. Arrangements will be made to minimise any disadvantages (such as English language ability) that could affect a candidates' opportunities for success.

NVQs are achieved through assessment following a programme of flexible learning designed to suit each individual. Assessment is normally through on-the-job observation and questioning with candidates building up a portfolio of evidence to prove they have the competence to meet the NVQ standards. When new candidates start an NVQ, the assessor will usually help them to:

- identify what they can do already
- agree on the standard and level they are aiming for
- analyse what they need to learn
- choose and agree on activities that would allow them to learn what they need.

The NVQ system is right for candidates who already have skills and want to increase them, but also for those who are starting from the beginning. As the system is so flexible, new ways of learning can be used immediately.

# education + training end

Local and regional information about the availability of NVQs is available from:

- Local Learning & Skills Councils (responsible for all post-16 education and training);
- Business Links (Enterprise support agencies)
- Careers advisers
- Further Education Colleges.

Central government contacts:

Department for Children Schools and Families (DCSF) responsible for children's services, families, schools, 14-19 education and the Respect Taskforce.

Address:

Sanctuary Buildings  
Great Smith Street  
London  
SW1P 3BT

**Website <http://www.dcsf.gov.uk>**

Department for Business, Innovation and Skills (BIS)

The Department for Business, Innovation and Skills (BIS) Responsible for Vocational Education and Skills Training and Higher Education at Universities

Address:

1 Victoria Street  
London  
SW1H 0ET

**Website <http://www.bis.gov.uk>**