



## Training module 1

# Writing a CV

### In this module you will:

- Understand what a CV is and what it should look like
- Learn top tips for writing a CV
- Learn the seven stages of creating a draft CV
- Prepare your CV content
- Create your CV on a computer.



# Training module 1: Writing a CV

August 2013

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## Part A: Description of module

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### How can this module help me?

The purpose of this training module is to help you if you are looking to return to work by supporting you to prepare a professional and thorough CV which presents you in the best possible light.

The module will take you through each of the key parts of a CV and give you tips on what to write and what to avoid writing. At the end of this module you should have a complete CV which you can then use when applying for jobs.

Even if you are not looking for work at the moment, you can still prepare a CV now for when you are ready to find a job.

### How does this module work?

This module has three main parts:

#### Part 1 – Guidance Notes

A series of guidance notes which takes you through the seven sections of a CV and explains what they are. Along the way you will see purple 'Top tips' boxes and yellow 'Checklist' boxes:

#### Top tips



The purple 'Top tips' boxes give you useful advice on writing your CV and common pitfalls to avoid.

#### Checklist



The yellow 'Checklist' boxes ask you to fill in a checklist to assess your skills and experience.

#### Part 2 – Draft CV

As you finish each part of the guidance notes, you will see a 'Create your CV' box:

#### Create your CV



When you see this box, you can turn to your Draft CV Form and write in exactly what you would like in your finished CV

#### Part 3 – Computer CV template

Once you have completed your draft CV, you can then transfer all of the written information onto the CV template on the computer. Don't worry – Transform staff will be there to help if you are unsure.

## Part B: Introduction to the module

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### What exactly is a CV?

'CV' stands for Curriculum Vitae which is a Latin phrase which literally means 'the course of one's life'. A CV is an outline of your education, previous employment, skills, hobbies and personal qualities which is used when applying for jobs.

### What is the purpose of a CV?

Think of a CV as a form where you sell yourself; you put in all your personal details so that you are presented in the way which is most likely to get you the job you want. A CV is a convenient way of applying for lots of different jobs. Once you have developed a good quality CV, you only need to alter it slightly to fit each new job you apply for.

### When should I use a CV?

You should use a CV:

- When the job you are interested in asks you to provide a CV.
- If you are making a 'speculative application'. This is where you are writing to an employer who has not advertised a position, to see if there might by chance be any vacancies.

Not all jobs can be applied for using a CV. Some jobs ask you to complete a specific application form which they provide.

### What does a CV look like?

Each person's CV will be different as each person is different. That said, there are certain pieces of information which all CVs should contain. These are:

1. Your contact details
2. A short personal statement
3. Your employment history
4. Your qualifications
5. Your skills
6. Your hobbies
7. Details of references

CVs should be quite short – generally one to two sides of A4 at most. They should look professional and be easy to read.

### Does everything on a CV have to be true?

You might be tempted to include things in your CV which aren't true, for example, stating qualifications or experience that you don't have. It is best to avoid this at all costs. The chances are, if you 'embellish the truth' you will be found out at some point. It is much better to focus on your strengths, be positive, and simply avoid anything which may be seen to be negative. This module has been designed to help you identify your achievements and strengths accurately and honestly without the need for exaggeration.

**Remember** – you don't have to stick to the structure which is suggested in this module. You can change any part you wish, whether in terms of content or layout. This is your CV and this module is just intended to get you started and give you some pointers.

## Part C: How not to do it!

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The document below is a made up example of a (very) bad CV.

Try to spot the mistakes within this CV.

Once you have spotted as many mistakes as you can, turn to Appendix 1 on page 24 for the full list.

Sally Smith, DOB - 16.08.92, Single  
16 Hedge Crescent, Surrey, GU1 1AA, 0123 456789  
Email - iloveclubbing@aol.com

I am looking for work. Ideally I would like to work in a gym, but I would consider any work in a shop or office or anything that is available. I have never worked before and don't have any experience but I still think I could be a good person to employ if you would just give me a chance.

I would like to work so that I can save money to go travelling to Asia, which is my dream.

### Work Experience:

As I said, I haven't worked before except with an Agency. I have found it hard to find a job. I did have a paper round when I was younger and I did some summer work last year, but I was a volunteer so that doesn't count.

### Education:

2003-2008 - Secondary School  
2 Grade B, 3 Grade C, 2 Grade E, 1 Grade F

### Skills:

I am good at computer games and puzzles.  
I think I'm organised and hardworking and people get on with me.

### Hobbies:

I enjoy clubbing, going on holidays and having long lie-ins.  
I enjoying chatting with my friends and I carry a mobile phone everywhere so I can text.

### References:

Because I haven't worked before, I don't have any references.

## Part D: Preparing your CV

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### Section 1: Your contact details

#### What to include

Your contact details should include the following information:

- Your name
- Your postal address
- Your telephone number (home, mobile or both)
- Your email address (if you have one)

#### Top tips



Do not include any further personal information than that mentioned above. You don't need to give your date of birth, gender, nationality or marital status as all of these should be irrelevant to your application.



Use a sensible email address – do not include an inappropriate or unprofessional sounding email address (for example, imarriedafish@hotmail.co.uk would not be a good email address to use).

#### Create your CV



**Please now turn to Section 1 of the Draft CV Form and complete the contact details.**

## Section 2: Your personal statement

The aim of a personal statement is to provide a short, positive summary of who you are and what you have to offer. Your personal statement should be kept brief (about 50 to 200 words maximum) and should be dynamic. You will have the chance to expand on your personal statement throughout the rest of your CV, so it is best to think of your personal statement as a sort of introduction.

**There are three key aspects to your personal statement:**

### 1. Who you are

Generally this should be kept to one sentence. For example, if I want to find work in a local hotel, I might write:

“As a hardworking, reliable and highly motivated person, I have over five years’ experience of working in the restaurant and hotel industry.”  
(22 words)

### 2. What you can bring to the post

One or two sentences which summarise the key skills and experience which you have to offer. For example:

“Whilst working at Bertram’s Restaurant in Surrey I developed excellent skills in customer service, hygiene control and the ability to work in a fast paced, highly pressurised environment without compromising on quality. My time as a receptionist at The Sydenham Hotel enabled me to develop first-rate verbal and written communication skills where I maintained successful working relationships with both colleagues and customers.”  
(62 words)

If you do not have directly relevant work experience, then think of the skills that you have which would be relevant to the posts you are interested in (you can refer to the skills list on pages 14-15).

### 3. Your career aim

A single sentence which says what you are looking to achieve:

“I am looking to secure a position as a receptionist in a fast paced hotel to make good use of my extensive experience whilst developing my skills still further.”  
(28 words)

## Top tips



Try to write from the first person perspective “I ...” as this sounds more personal.



If you are applying for a specific post or for positions which require a specific set of skills, then try to make your personal statement relevant to those skills. Being reliable, working under pressure and having good communication skills are all relevant to working as a hotel receptionist, so these are the skills highlighted in the example above.



Avoid repeating words, such as ‘excellent’. Try to think of other words which say the same thing (such as ‘outstanding’ or ‘exceptional’).



Focus on the positive.



Keep it short – about four sentences should be sufficient.



Try reading your personal statement out loud to see if it reads naturally.

## Create your CV



**Please now turn to Section 2 of the Draft CV Form and complete the personal statement.**

## Section 3: Your work experience

Here you have the opportunity to give your employment history. You should begin with your current or most recent job and then work backwards, paying attention to those jobs which have most relevance to the position you are applying for.

### Information to include

The key pieces of information you should include are:

- Job title
- Employer's name
- Dates you held the post between
- Brief summary of your key duties/achievements. Perhaps you worked as part of a team, or provided customers with a quality service? You may have had to organise workload, take responsibility or supervise others. Did you need good numeracy or literacy skills or were communication skills important? Did you have to be flexible, focused or good with problem solving?

This is your chance to demonstrate that you have experience that is relevant to the post you are applying for, so emphasise your key responsibilities within the role.

### Example of work experience table

To follow is an example of a work experience table on a CV:

Post held	Dates	Employer's name	Key duties
Hotel Receptionist	July 2011 to present	Sydenham Hotel, Berkshire	<ul style="list-style-type: none"><li>▪ Taking responsibility for all admissions and departures</li><li>▪ Management of keys</li><li>▪ Supervision of weekend staff</li><li>▪ Ensuring excellent customer service</li><li>▪ Assisting the manager in preparing the hotel brochure</li><li>▪ Ensuring all rooms were fully cleaned and stocked prior to guest admission</li></ul>
Waiter	June 2008 to Jan 2011	Bertram's Restaurant, Surrey	<ul style="list-style-type: none"><li>▪ Waiting, cleaning and preparing tables efficiently and quickly</li><li>▪ Working as part of a team to ensure a first class service and dining experience</li><li>▪ Hardworking under pressure</li><li>▪ Assisting with preparation of menus and management of booking system</li></ul>

The key is to make clear what the post involved and the sorts of qualities you exhibited in carrying out the work. Don't forget – you are selling your skills and experience here.

## **What if I am currently unemployed or if there are gaps in my employment?**

Don't worry if you are not in work at the moment or if there are gaps in your employment. Many people have had periods of unemployment and it needn't reflect negatively. The focus here is not on the periods when you were not in work, but on the work experience that you **do** have – focus on your achievements and successes. Do not feel you have to explain any gaps in dates on your CV. If the employer wants more information, then they can always ask at the interview.

## **What if I have had lots of different jobs, some for quite short periods?**

If you have had many different jobs, consider just listing those which are most relevant to the post you are applying for or which you held for the longest periods. You could then include the sentence "Other positions held include ...." at the end of the list to highlight that the list is not exhaustive, but merely a selection.

## **What if I have never worked before, or have limited work experience?**

Everybody has to start somewhere. If you have never had a formal paid job before, or you have had limited work experience, then you might find it useful to focus on your skills and experience and how these have been obtained. It isn't all just about paid employment. You might find it useful to complete the 'Alternative Work Experience' sheet on the following page. Voluntary work, work placements, unpaid work, part-time or evening work are all perfectly valid forms of work experience and are worth including.

## **What if I don't have any alternative work experience?**

If, having completed the 'Alternative Work Experience' sheet, you really can't think of any work experience that you have had, then you may want to consider looking into some voluntary work so you can include this on your CV. This can be very helpful as it would:

- Provide you with recent work experience
- Potentially provide you with an up-to-date reference for your CV
- Help you get into the 'working' mind-set and routine
- Give you a chance to try out different sorts of work
- Give you a stepping stone back into work without disrupting your benefits
- Demonstrate your motivation and commitment

### **Checklist**



**Please now complete the Alternative Work Experience checklist on the following page.**

## Alternative Work Experience checklist

Alternative work experience	Yes	No	If 'Yes' please provide details
Did you undertake any work experience whilst at school?	<input type="checkbox"/>	<input type="checkbox"/>	
Have you had any voluntary work? This might have been just a one-off or might be longer term.	<input type="checkbox"/>	<input type="checkbox"/>	
Have you carried out any unpaid work for family or for friends?	<input type="checkbox"/>	<input type="checkbox"/>	
Have you ever had any evening or weekend part-time jobs?	<input type="checkbox"/>	<input type="checkbox"/>	
Have you ever held any positions of responsibility?	<input type="checkbox"/>	<input type="checkbox"/>	
Have you ever had a work placement? This might have been at school or arranged through the Job Centre.	<input type="checkbox"/>	<input type="checkbox"/>	
<b>If you have ticked 'yes' to any of the above, then you may wish to include this information against the Work Experience section of your CV.</b>			

### Create your CV



**Please now turn to Section 3 of the Draft CV Form and fill in the Work Experience section.**

## Section 4: Your education and training

Here you provide a summary of your education and training. You need to ensure that you include the following information:

- Details of the Secondary School that you attended, including any qualifications that you may have received
- Details of any college courses since Secondary School you may have completed
- Details of any other formal qualifications you may have (for example NVQ, BTEC, diplomas etc.)

Formal qualifications are only part of the picture, though. You may have left school with no formal qualifications, but you may have received on-the-job training since then, or you may have attended Adult Education or Evening Classes. These forms of training are just as valuable as formal qualifications as they often demonstrate active experience and applied knowledge and a real enthusiasm and commitment. So make sure you include all relevant education and training, whether or not you received a formal qualification.

Top tips	
	Start with your most recent qualification/training and then work back.
	If you have a lot of qualifications and/or training, then you might need to be a bit selective – only mention those which you think are most relevant to the position you are applying for.
	If you have received a good grade in a qualification then do mention it. If the grade wasn't so good, however, then you might want to just leave it out.
	If you can't remember your grades from Secondary School, then just list the subjects that you studied and skip the grades.
	Really emphasise any practical training or experience you may have. If you undertook an apprenticeship, or learnt a skill on-the-job, then make sure and include this.

Checklist	
	<b>Please now complete the Qualifications and Training checklist on the following page.</b>

## Qualifications and Training checklist

Type of qualification or training	Do you have?		Additional notes
	Yes	No	
GCSE/O Level	<input type="checkbox"/>	<input type="checkbox"/>	
A/AS Level	<input type="checkbox"/>	<input type="checkbox"/>	
Degree	<input type="checkbox"/>	<input type="checkbox"/>	
BTEC	<input type="checkbox"/>	<input type="checkbox"/>	
GNVQ/NVQ	<input type="checkbox"/>	<input type="checkbox"/>	
City & Guilds	<input type="checkbox"/>	<input type="checkbox"/>	
Certificate	<input type="checkbox"/>	<input type="checkbox"/>	
Diploma	<input type="checkbox"/>	<input type="checkbox"/>	
Adult Education	<input type="checkbox"/>	<input type="checkbox"/>	
Evening Classes	<input type="checkbox"/>	<input type="checkbox"/>	
On-the-job training, such as: <ul style="list-style-type: none"> <li>▪ Health and Safety</li> <li>▪ First Aid</li> <li>▪ Computers etc</li> </ul>	<input type="checkbox"/>	<input type="checkbox"/>	
Other	<input type="checkbox"/>	<input type="checkbox"/>	

### Create your CV



**Please now turn to Section 4 of the Draft CV Form and fill in the Education and Training section.**

## Section 5: Your skills and qualities

By now you have indicated your work experience and your education and training. These areas are often referred to as 'Hard' skills – your concrete achievements.

This section covers 'Soft' skills that you possess; skills like being organised or reliable, hardworking, positive or friendly. 'Soft' skills are often personal qualities and they say a lot about who you are as a person and what you value. To complete this section of your CV, therefore, you will need to look inside yourself honestly and answer the question:

### What qualities do I value most in myself?

This is not always easy to do. Sometimes we can find it difficult to identify soft skills. We might underestimate our own abilities or skills, or we might feel like we are bragging about ourselves. To try to make this a little easier, over the next two pages there is a list of skills and qualities which are most commonly looked for by employers. Please complete these two pages in the following way:

- Go through the list and, for each quality, tick the box to indicate if you think you have the quality or if you think you do not have it. Try to be as honest as possible and don't undersell yourself!
- From all those qualities which you have, now choose the five which you think are the most important or which you think are particular areas of strength for you – put a tick in the box by each of the five qualities you choose. The list does not contain every quality – if you have any skills or qualities which are not on the list, then there is space at the end to add other ones

When completing your CV it is important that you are able to evidence the skills that you are laying claim to. For each of those five skills/qualities that you have identified, try and write one or two sentences to explain how you came to acquire them, or how you developed them. To follow are some examples:

Skill/quality	Evidence
Team player	For three years I worked as part of a committed team in a busy office. I learnt the value of being a flexible and reliable member of that team and how important it was to support my colleagues.
Organised	During my studies I needed to balance my home life with my study commitments. I developed systems to organise my time efficiently and made sure I stuck to the systems!
Interpersonal skills	Whilst a volunteer at British Heart Foundation I staffed the till and assisted customers. I developed excellent communication and people skills and always did my utmost to provide a first rate customer experience.

### Checklist



Please now complete the Skills and Qualities checklist on the following two pages.

## Skills and Qualities checklist

Skill or quality	Do you have?		Please tick if this is one of your Top 5 skills
	Yes	No	
Organisational skills	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Friendly	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Teamwork skills	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Flexible/adaptable	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Strong work ethic	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Honesty/integrity	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Problem-solving skills	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Committed	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Reliable	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Good time management	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Considerate	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Respectful	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Enthusiastic	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Dedicated/committed	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Communication skills	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Patient	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Helpful	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Driving skills (Licence)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Skill or quality	Do you have?		Please tick if this is one of your Top 5 skills
	Yes	No	
Determined	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Use initiative	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Computer skills	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Professional	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Tactful	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Interpersonal/people skills	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Outgoing	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Conscientious	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Self-motivated	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Responsible	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Focused	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Positive	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Calm	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Energetic	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Creative	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Other (please state):	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Other (please state):	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

## Create your CV



Please now turn to Section 5 of the Draft CV Form and fill in the Skills and Qualities section.

## Section 6: Your interests and achievements

In this section you have the opportunity to express a bit more of your personality by stating what hobbies and interests you have. This shouldn't be very long – three hobbies or interests should be sufficient. This section also gives you the chance to mention any achievements which you have not been able to put in any other section of the CV.

Top tips	
	If you have lots of hobbies or interests, choose those which in some way demonstrate the sorts of qualities which relate to the job you are applying for.
	Try to avoid any hobbies which might be controversial. Any reference to political parties is probably best avoided.
	When describing the hobby, use words which re-enforce positive aspects of your CV to date, such as your energy, organisational skills or creativity.
	Try to avoid mentioning hobbies which are similar to one-another. Mentioning one sporting activity is good, but three might make you seem obsessive!
	Try to avoid too many solitary hobbies. Saying you like to read can be a positive, but if you also say you like to organise your stamp collection and having a quiet night in, then you might seem a bit antisocial.

Don't worry if you struggle to think of any hobbies or interests – they will be there, it just might be that it has been a while since you have had the chance to enjoy your hobby. To try and help you, on the following pages are two sheets:

- The first sheet provides a list of common hobbies and interests. You can use this sheet to help prompt you. Tick if you are interested in a particular subject, and then write details in the box on the right.
- The second sheet is a series of questions for you to answer. If the answer to any question is 'yes' then just write the details in the box on the right.

Checklist	
	<b>Please now complete the Hobbies and Interests checklist and the Achievements checklist on the following two pages.</b>

## Hobbies and Interests checklist

Hobby or interest	Tick if this is an interest for you	What is your specific interest?
<b>Following sports:</b> tennis, cricket, football, car racing	<input type="checkbox"/>	
<b>Playing sports:</b> fishing, football, snooker	<input type="checkbox"/>	
<b>Music:</b> listening to, playing instruments	<input type="checkbox"/>	
<b>Computers/technology:</b> blogging, gaming, building/fixing	<input type="checkbox"/>	
<b>Outdoor activities:</b> walking, gardening, bird spotting, travel, cycling, camping	<input type="checkbox"/>	
<b>Health:</b> yoga, jogging, tai chi, pilates, gym, swimming	<input type="checkbox"/>	
<b>Collecting:</b> stamps, coins, postcards, toy cars	<input type="checkbox"/>	
<b>Creative hobbies:</b> woodwork, drawing, painting, pottery	<input type="checkbox"/>	
<b>Educational:</b> reading, languages, history, science	<input type="checkbox"/>	
<b>Developing skills:</b> cooking, creative writing, astronomy	<input type="checkbox"/>	
<b>Movies</b> documentaries, specific directors	<input type="checkbox"/>	
<b>Other (please state):</b>	<input type="checkbox"/>	
<b>Other (please state):</b>	<input type="checkbox"/>	

## Achievements checklist

Questions	Yes	No	Please provide details
Have you ever been part of a team?	<input type="checkbox"/>	<input type="checkbox"/>	
Have you taken any responsibility for organising an event?	<input type="checkbox"/>	<input type="checkbox"/>	
Have you ever done any activity for charity?	<input type="checkbox"/>	<input type="checkbox"/>	
Have any of your hobbies helped you to develop a particular skill?	<input type="checkbox"/>	<input type="checkbox"/>	
Have any of your hobbies led to a specific achievement or enabled you to win an award?	<input type="checkbox"/>	<input type="checkbox"/>	
Is there one specific area in which you excel?	<input type="checkbox"/>	<input type="checkbox"/>	
Is there one achievement, not yet mentioned on your CV, that you are particularly proud of?	<input type="checkbox"/>	<input type="checkbox"/>	
<p><b>If you have answered 'Yes' to any of the questions above, you may want to refer to this in your finished CV.</b></p>			

### Create your CV



**Please now turn to Section 6 of the Draft CV Form and fill in the Interests and Achievements section.**

## **Section 7: Your references**

Before being offered a job, your employer will want to check that you are the right person for the role. Part of this check is based on what you say in your CV, part is based on how you present at interview. The final part is through your references.

### **You do not need to include references on your CV.**

Employers do not generally ask for references until after an interview. As a result, although you can choose to include references at the end of your CV, you do not have to do this. You could instead simply say 'References available on request'. You would then need to provide references if you were successful at the interview stage. You might want to do this, for example, if you are working at the moment and you don't want to run the risk of your current employer knowing that you are looking for other work.

If your application is successful you will need to provide references at some stage. Given this, even if you decide not to include references in your CV, it is best to go through the process of deciding who will provide you with references now as this process can take a little time and is best not left to the last minute.

There are two main sorts of references; professional and character. Most employers require two references, of which at least one should be a professional reference.

### **Professional reference**

This reference vouches for your ability to do a job and so is usually provided by your current employer or someone who has employed you in the past. Generally speaking, the information that a professional referee (this is the person who provides the reference) will be asked to provide is quite limited and often includes the following:

- Length of employment
- Job title
- Brief details of responsibility
- Overall performance
- Time-keeping and attendance
- Reason for leaving

### **Character reference**

This reference vouches for you as a person and states whether you are reliable, honest, trustworthy etc.

## Top tips



Always check with the referee before giving their name to a potential employer – do not assume that it will be okay. Always contact them first, explain that you are looking for work and ask their permission to use them as a referee. If you ask them courteously and give plenty of warning, the reference may well be more positive as a result!



Provide accurate contact details – check that the address and telephone number for your references are correct. If you can, provide an email address.



Provide references that are up-to-date. The more recent the reference the better. A reference from a job that you did one year ago is better than one you did 10 years ago.



If you have nobody who can act as a professional referee because you have never worked or have not worked for a long time, consider carrying out some voluntary work. You can then use your voluntary work as a current, completely up-to-date reference.



If you can, have more than two sources of reference available, just to give you some flexibility.



Consider asking your referees to provide you with a 'Letter of recommendation'. This is a general letter which the referee writes and then passes to you. You can then give a copy of this letter to the potential employer as a reference. The employer can then approach the referee directly should they feel they need any further information. This has the great benefit that you know what has been written!

Identifying two suitable referees can be difficult. It may have been some time since you last worked or you may have never been in paid employment before. On the next sheet is a list of possible sources for references. Go through the list and identify who would be the right people to provide you with references.

## Checklist



**Please now complete the Referees checklist on the following page.**

## Referees checklist

Role	Can someone give you a reference?		If 'Yes' give name of person
	Yes	No	
<b>Professional</b>			
<b>Current employer</b> If you are in work at present	<input type="checkbox"/>	<input type="checkbox"/>	
<b>Ex-employer</b> The more recent, the better	<input type="checkbox"/>	<input type="checkbox"/>	
<b>Voluntary work</b> Either short or long term	<input type="checkbox"/>	<input type="checkbox"/>	
<b>Colleague</b> From previous or current job	<input type="checkbox"/>	<input type="checkbox"/>	
<b>Customer</b> A customer you worked for in the past	<input type="checkbox"/>	<input type="checkbox"/>	
<b>Character</b>			
<b>Tutor/teacher</b> From a course of study	<input type="checkbox"/>	<input type="checkbox"/>	
<b>Family friend</b> Not a family member, but someone who knows you well	<input type="checkbox"/>	<input type="checkbox"/>	
<b>Religious leader</b> If you attend a local Church	<input type="checkbox"/>	<input type="checkbox"/>	
<b>Social worker</b> Especially if they are helping you find work	<input type="checkbox"/>	<input type="checkbox"/>	
<b>Activity leader</b> If you are a member of a club or society	<input type="checkbox"/>	<input type="checkbox"/>	
<b>Other</b>	<input type="checkbox"/>	<input type="checkbox"/>	

### Create your CV



**Please now turn to Section 7 of the Draft CV Form and fill in the References section.**

## Part E: Creating your CV on the computer

---

At this point you should have fully completed your Draft CV. The hard work is done – congratulations!

The next step is to take all the information which you have written on your draft CV and to type it up onto the computer CV template.

The computer template provides a set structure for your CV. You can edit this structure as much as you like so that it fits in with your CV and how you would like it to look.

Top tips	
	First of all, type in all the information you want to be on your CV.
	Once all the information is on the form, alter the spacing so that it looks as clear as it can.
	If you get stuck, ask Transform staff for help.

### Storing your CV

You may also want to give some thought as to how you will store your CV:

- **Paper copies**  
Ask your keyworker to print out 10 or so copies of your CV that you can then keep for when you need them.
- **Email**  
Once you have a final draft of your CV, ask your keyworker to email you a copy so that you will always have it available via email.
- **Memory stick**  
Ask your keyworker for a memory stick so that you can save your CV on it. You can then update your CV on your memory stick whenever you need.

## Part F: The layout of your CV

How your CV looks is almost as important as the information it contains. You need a CV which looks professional, well organised and is easy to read. Below are some guidelines on creating a CV which is easy to read and looks professional.

Now you have typed up your CV, go through the list below:

- If you are happy that you have achieved the goal, tick the box.
- If you have not achieved the goal, go back to your CV and see what changes you can make.
- Once all boxes below are ticked, you can be sure you have a CV that looks fantastic!

### Checklist



Please now complete the CV Layout checklist below.

CV Layout checklist		
1	Keep your CV short and it stands a better chance of being read. Ideally your CV should be no longer than two sides of A4.	<input type="checkbox"/>
2	Have a clear layout. Avoid large blocks of text. Leave lots of space to avoid things looking cramped.	<input type="checkbox"/>
3	Use bullet points when giving lists (they look like this ●).	<input type="checkbox"/>
4	Your CV should not be printed double-sided – each page should be on a separate sheet of paper.	<input type="checkbox"/>
5	Avoid spelling or grammar mistakes. When asked, 61% of employers said that CVs with spelling or grammar mistakes would make them reject an applicant. Use spell-check and always get someone else to check your CV. Avoid making simple mistakes, like the person who said “I’m from the European Onion”, or the one who addressed their CV “Dear Madman”.	<input type="checkbox"/>
6	Use <b>bold</b> or <b>larger fonts</b> for headings.	<input type="checkbox"/>
7	Be honest. The aim of a CV is to highlight your best points and your achievements, but you should avoid making things up. Don’t say you are fluent in Japanese unless you can back it up!	<input type="checkbox"/>

# Appendix 1: Answers to Part C

OK, so this is a particularly bad example of a CV! But did you spot all 12 mistakes?

Sally Smith, DOB - 16.08.92, Single 1  
16 Hedge Crescent, Surrey, GU1 1AA, 0123 456789  
Email - iloveclubbing@aol.com 2

I am looking for work. Ideally I would like to work in a gym, but I would consider any work 3  
in a shop or office or anything that is available. I have never worked before and don't have  
4 any experience but I still think I could be a good person to employ if you would just give me  
a chance.

I would like to work so that I can save money to go travelling to Asia, which is my dream. 5

Work Experience:  
As I said, I haven't worked before except with an Agency. I have found it hard to find a  
job. I did have a paper round when I was younger and I did some summer work last year,  
but I was a volunteer so that doesn't count. 6

Education:  
2003-2008 - Secondary School 7  
2 Grade B, 3 Grade C, 2 Grade E, 1 Grade F

Skills:  
I am good at computer games and puzzles. 8  
9 I think I'm organised and hardworking and people get on with me.

Hobbies:  
I enjoy clubbing, going on holidays and having long lie-ins. 10  
I enjoying chatting with my friends and I carry a mobile phone everywhere so I can text. 11

References:  
Because I haven't worked before, I don't have any references. 12

- 1 There is no need for Sally to give her date of birth or marital status – they are not relevant to her application.
- 2 Sally's email address is not very professional – it could well put an employer off. Better for her to create a new email address for her CV.
- 3 Saying she would consider any job is not reassuring. Sally should try to give the impression that this is the exact job she wants and no other will do!
- 4 These are rather negative statements from Sally – she should focus on her strengths. She will have some experience, even if not in paid employment.
- 5 Most employers are looking for someone who will be around for a while – they won't want to train someone who will be off travelling after six months. Even if Sally does want to go travelling, it's best not to say it on her CV.
- 6 Agency work and voluntary work are perfectly valid forms of employment, but Sally doesn't even say what she did. Even a paper round is worth mentioning. Sally has really missed an opportunity to sell her work experience here.
- 7 Sally doesn't give the address of the school or list the subjects that these grades are in. She also mentions an 'F' grade – if grades are low it might be worth considering only putting the subject and avoiding the grade.
- 8 These are not really skills. Sally could have said she is good at problem solving or that she is confident with computers.
- 9 Sally thinks she's hardworking, but it would be far better if she could produce evidence of this – perhaps from her time as a volunteer or doing agency work.
- 10 These are not good hobbies to mention – they run the risk of making her seem either a bit lazy or a party animal. They do not sell her positive qualities.
- 11 Saying she texts a lot might make an employer anxious she would be doing this all the time at work.
- 12 Sally does have references. She could approach her voluntary work, her agency, tutors from her secondary school or college or a family friend.

## Appendix 2: Sample CV using template provided

**Donald Duck**

16 Made Up Street, Leatherhead, Surrey, KT1 1AA  
01372 123456  
DDuck@abcd.co.uk

### PERSONAL STATEMENT

As an Administrative Professional I am an excellent communicator with wide experience in a variety of office environments. Having worked in a busy printing office for over five years I have proven team work and organisational skills as well as extensive experience of a wide range of computer packages including Microsoft Office. A highly motivated and energetic person, I welcome challenges and can meet tight deadlines without compromising quality. I am looking to develop my administrative skills whilst providing a first rate service to both customers and colleagues.

### WORK EXPERIENCE

Post Held	Dates	Employer's Name	Key Duties
Administrative Professional	Oct 2008 to present	Printing Office Solutions	<ul style="list-style-type: none"><li>• Full range of clerical tasks including filing, record keeping and billing</li><li>• Customer liaison, including letter writing, telephone and email</li><li>• Central in the introduction of a new database system to the organisation</li><li>• Consistently provide high quality, responsive service to customers and colleagues</li><li>• Proven track record of reliability with excellent attendance record</li></ul>
Administrative Assistant	September 2006 to September 2008	Office Maintenance Supplies Ltd	<ul style="list-style-type: none"><li>• Assisted in setting up key customer database</li><li>• Took maintenance orders</li><li>• Arranged delivery and billing</li><li>• Liaised with vendors</li><li>• Provided courteous and efficient front-line presence to customers</li></ul>

### EDUCATION AND TRAINING

#### September 2004 – July 2006

St Hilary Sixth Form College, Leatherhead, Surrey, KT2 2BB

A Level

- English (C), History (C), Economics (D)

#### September 1999 – July 2004

St Martin's Secondary School, Leatherhead, Surrey, KT3 3CC

GCSE

- English (B), Maths (C), History (B), Economics (C), German (D), Chemistry (C)

## SKILLS AND QUALITIES

• Organisational skills	- At Printing Office Solutions I have developed extremely effective organisational skills including using daily and weekly 'To Do' lists to help structure my time, plan my work and be as efficient as possible.
• Teamwork skills	- I have always thoroughly enjoyed working as part of a busy team. I always make time to help my colleagues and will go that extra mile!
• IT skills	- Extensive experience of using Microsoft Office, including PowerPoint and Access. I have set up two databases from scratch using Access and was commended by my Line Manager for my work.
• Self-motivated	- I am a very committed and hardworking individual and, once I know what needs to be done and when it needs to be done by, I can be left to get on with minimum supervision.
• Driving	- Full valid driving licence and my own car and would be happy to travel between sites to carry out my duties.

## INTERESTS AND ACHIEVEMENTS

- St John Ambulance - Volunteered for St John Ambulance for over three years and I am a fully qualified First Aider
- Walking and camping - I love the outdoors and regularly go wild camping
- Karate - I have a black belt in duck-karate.

## REFERENCES

Reference 1	Reference 2
<p style="text-align: center;"><b>Mickey Mouse</b></p> <p><b>Company:</b> Printing Office Solutions  <b>Job title:</b> Admin Manager  <b>Role:</b> Current line manager  <b>Address:</b> 33 Marble Arch  Leatherhead  Surrey  KT4 4DD  <b>Tel:</b> 01372 987654  <b>Email:</b> MMouse@admin.co.uk</p>	<p style="text-align: center;"><b>Minnie Mouse</b></p> <p><b>Company:</b> Office Maintenance Supplies Ltd  <b>Job title:</b> Personnel Manager  <b>Role:</b> Line manager in previous post  <b>Address:</b> 22 Greenwich Green  Leatherhead  Surrey  KT5 5EE  <b>Tel:</b> 01372 246810  <b>Email:</b> MinnieM@company.co.uk</p>

## Training module 1

# Draft CV form

### In this module you will:

- Understand what a CV is and what it should look like
- Learn top tips for writing a CV
- Learn the seven stages of creating a draft CV
- Prepare your CV content
- Create your CV on a computer.



# Draft CV Form

## Section 1: Contact details

Please fill in the boxes below. This will be the information that will be used on your finished CV.

<b>Your name</b>	
<b>Your postal address</b>	
<b>Your mobile phone number</b>	
<b>Your home phone number</b>	
<b>Your email address</b>	

## Section 2: Personal statement

Please fill in the boxes below. This will be the information that will be used on your finished CV.

**Who you are**  
(one sentence)

**What you can bring to the post**  
The key skills and experience which you have to offer  
(two sentences)

**Your career aim**  
What you are looking to achieve in your career  
(one sentence)

## Section 3: Work experience

Please fill in the boxes below. This will be the information that will be used on your finished CV.

Please start with the current or most recent job and then work back.

<b>Job 1</b>	Job title:
	Date post started:
	Date post ended:
	Name of employer:
	Key responsibilities/achievements (please list below):
<b>Job 2</b>	Job title:
	Date post started:
	Date post ended:
	Name of employer:
	Key responsibilities/achievements (please list below):
<b>Job 3</b>	Job title:
	Date post started:
	Date post ended:
	Name of employer:
	Key responsibilities/achievements (please list below):

### Section 3: Work experience (cont.)

Please fill in the boxes below. This will be the information that will be used on your finished CV.

Please start with the current or most recent job and then work back.

<b>Job 4</b>	Job title:
	Date post started:
	Date post ended:
	Name of employer:
	Key responsibilities/achievements (please list below):
<b>Job 5</b>	Job title:
	Date post started:
	Date post ended:
	Name of employer:
	Key responsibilities/achievements (please list below):
<b>Job 6</b>	Job title:
	Date post started:
	Date post ended:
	Name of employer:
	Key responsibilities/achievements (please list below):

## Section 4: Education and training – Secondary School

Please fill in the boxes below. This will be the information that will be used on your finished CV.

Name of Secondary School attended:

Dates attended:

Secondary School qualifications:

Subject name	Qualification (e.g. GCSE or O Level)	Grade

## Section 4: Education and training – after Secondary School

Please fill in the boxes below. This will be the information that will be used on your finished CV.

Type of qualification or training (e.g. A Level/GNVQ)	Where was qualification or training obtained?	Subject(s) qualification or training was gained in	Grade(s) (if relevant)	Date qualification or training gained

## Section 5: Skills and qualities

Please fill in the boxes below. This will be the information that will be used on your finished CV.

Name of skill or quality	How did you gain the skill/quality? Where have you used the skill/quality? How can you evidence the skill/ quality?
1.	
2.	
3.	
4.	
5.	

## Section 6: Interests and achievements

Please fill in the boxes below. This will be the information that will be used on your finished CV.

Name of interest/hobby/achievement	Brief description
1.	
2.	
3.	

## Section 7: References

Please fill in the boxes below. This will be the information that will be used on your finished CV.

Name of referee	Job title and company name (if professional reference)	How they are known to you (e.g. line manager)	Address	Telephone number	Email address	Have they given permission?

**Your name**

Your address

Telephone:

Email:

**PERSONAL STATEMENT**

Write your personal statement here

**WORK EXPERIENCE**

Post Held	Dates	Employer's Name	Key Duties
			•
			•
			•
			•
			•
			•

**EDUCATION AND TRAINING**

**First (most recent) entry - write Dates attended here**

Write name of School / College / Training here

Write name of qualification here (e.g. GCSE / City & Guilds / NVQ etc.)

- Write subjects and grades here

**Second entry - write Dates attended here**

Write name of School / College / Training here

Write name of qualification here (e.g. GCSE / City & Guilds / NVQ etc.)

- Write subjects and (grades) here

**Third entry - write Dates attended here**

Write name of School / College here

Write name of qualification here (e.g. GCSE / City & Guilds / NVQ etc.)

- Write subjects and (grades) here

**Fourth entry - write Dates attended here**

Write name of School / College here

Write name of qualification here (e.g. GCSE / City & Guilds / NVQ etc.)

- Write subjects and (grades) here

Your name

## SKILLS AND QUALITIES

- Write name of skill here - Write how skill obtained here
- Write name of skill here - Write how skill obtained here
- Write name of skill here - Write how skill obtained here
- Write name of skill here - Write how skill obtained here
- Write name of skill here - Write how skill obtained here

## INTERESTS AND ACHIEVEMENTS

- Write interest / achievement - Provide details here
- Write interest / achievement - Provide details here
- Write interest / achievement - Provide details here

## REFERENCES

Reference 1	Reference 2
<p><b>Name:</b> <b>Company:</b> <b>Job title:</b> <b>Role:</b> <b>Address:</b></p> <p><b>Tel:</b> <b>Email:</b></p>	<p><b>Name:</b> <b>Company:</b> <b>Job title:</b> <b>Role:</b> <b>Address:</b></p> <p><b>Tel:</b> <b>Email:</b></p>

Your name