

Personal Details

Name: Namey
 Address: 5 Streety Street, Towny Town
 Mobile: 07012345678
 Position applied for: Graduate Trainee

Family Name: McName
 Postcode: TT1 2SS
 email: nameymcname@email.com
 Job Ref: GTS1012

Education

Institution: University of Essex
Qualifications: BSc Example Studies (2.1 expected)
Dates: 2009-2012

Module 1A 66%	Module 2A 62%	Module 3A 69%
Module 1B 62%	Module 2B 65%	Module 3B 68%
Module 1C 65%	Module 2C 67%	Module 3C 65%
Module 1D 70%	Module 2D 69%	Module 3D 70%
Module 1E 65%	Module 2E 67%	Module 3E 69%

Institution: Sample Comprehensive
Qualifications: A Levels
Dates: 2007 - 2009

Subject: X Grade: A	Subject: Y Grade: B	Subject: Z Grade: C
---------------------	---------------------	---------------------

Institution: Sample Comprehensive
Qualifications: GCSEs
Dates: 2002 -2007

Subject: A Grade: A	Subject: E Grade: B	Subject: I Grade: C
Subject: B Grade: A	Subject: F Grade: B	Subject: J Grade: C
Subject: C Grade: A	Subject: G Grade: B	
Subject: D Grade: A	Subject: H Grade: B	

Things to think about

You will normally have to complete a section outlining your education and qualifications in reverse chronological order.

Unlike a CV, you will usually be expected to list all your subjects and grades at all levels.

Work History

Employer: Big Supermarket
Details: Customer Service Assistant
Dates: December 2009 - Present

- Further developed and consistently demonstrate excellent customer service skills.
- Identified inconsistencies in staff training procedures that were having an impact on dealing with customer feedback and complaints. Persuaded management to review staff training procedures, resulting in a more consistent and efficient approach. As a result, was given responsibility to contribute to the design of the induction process for new staff.

Employer: The Place Ltd
Details: Intern, Development Department
Dates: July 2011 – September 2011

- Actively participated in induction and managed my own training.
- Responsibility for meeting all the placement targets and objectives agreed with my manager.
- Participated in weekly review meetings, contributing to planning and decision making on projects.
- Communicated with people at all levels in the organisation, including meetings and via telephone, email and social networks.
- Participated in monthly team social events which included sporting challenges, team quiz tournaments and a community support day helping out at a local primary school where I helped a group of pupils interested in tennis to learn the basics of the game.
- Delivered a presentation on my project findings to management and colleagues at The Place Ltd at the end of my internship.

Things to think about

You will usually be expected to complete a section outlining any experience you have in reverse chronological order.

When describing past experiences, in particular those that are not directly relevant, focus on your skills and achievements in the role, rather than your general duties.

Example Competency-based Application Form

Employer: The Anonymous Foundation
Details: Volunteer

Dates: October 2009 – July 2011

- Gained experience of general administrative duties including dealing effectively with telephone and email enquiries, maintaining records and organising the information area to ensure clients could find relevant resources more readily.
- Communicated and collaborated effectively with the Foundation staff and other volunteers to facilitate the efficient running of the office.
- Took the initiative of producing a monthly staff newsletter to celebrate our achievements and highlight key activities. This has been continued by other volunteers since I left to undertake my internship.
- Improved my IT skills using MS Office including Excel and Access in particular.

Application Questions

Why are you interested in working for XYZ Ltd?

I am particularly attracted to this Graduate Trainee role at XYZ Ltd., as I can see from your website that you have impressive business development objectives and I know from media coverage in recent years that you are an industry leader in the example sector, including winning the 123 Award for 2011. I share your organisation's values, in particular relating to sustainability and supporting the local community, and feel I could contribute effectively in this role given the chance. It's evident from your job description that training and development are a significant aspect of the role, which would help me to improve my effectiveness as an employee given the opportunity. I am also interested in the scope to really get involved in decision making, and find it encouraging that there would be potential to develop leadership. Overall, I feel that XYZ Ltd. could offer me the best possible opportunity to fulfil my current career goals while working for an excellent organisation where I can relate to the goals and values.

Please outline your suitability for the role, including any relevant experience?

I am confident that I have the right experience, skills and qualities to fit in with your team. I get on well with others, having worked in teams previously, including leadership roles, completing both academic and professional projects. I am also very flexible and work effectively individually. As you can see from my Customer Service experience at the Big Supermarket, I took the initiative to suggest changes that led to improved procedures in the store, also demonstrating my aptitude for problem solving. In my current role as Secretary of the Cheese Appreciation Society, I am responsible for communicating with our members using social media. I have excellent interpersonal skills and can communicate professionally, including having experience in delivering presentations, the most significant being to management and colleagues on completion of my internship last summer. This internship gave me a great insight into the work of an organisation in the example sector, and the types of customers and clients an organisation in this sector works with. It also gave me confidence in my ability to work as part of a development team. If successful in securing the position of Graduate Trainee I assure you I could make an effective contribution to your team.

Give an example of a time when you have demonstrated excellent verbal communication skills, including the situation you were in and the outcome.

I gained experience in communicating with people at all levels in an organisation while completing my internship at The Place Ltd., including meetings and via telephone, email and social networks. I had responsibility for a project that also involved some telephone and email communication with relevant clients, gaining confidence in my ability to communicate professionally and courteously. My internship also included delivering a presentation on my project findings to management and colleagues at the end of my internship, helping me to develop my communication skills in front of a group and preparing slides and a report summary to complement my delivery. As a result of my internship I have an understanding of the importance of effective communication in a professional working environment.

Things to think about

Application forms vary depending on the employer. Always read the instructions and guidelines for completing the application as specified by the employer.

Competency based application forms like this one are designed to give you the opportunity to show that you meet the employers criteria for the role you are applying for.

Remember that even if you are also given the opportunity to submit your CV, it's likely the employer will assess your suitability mainly through the application form.

Things to think about

This is your opportunity to demonstrate to the employer that you are genuinely interested in working for them and that you have done your research. Reflect what attracts you to working for the organisation and what makes you feel like you'd fit in well there.

Most organisations set out things like their achievements, strategic goals and values on their websites. You can also look up news stories about them and review their social media presence e.g. LinkedIn, Twitter, Facebook and YouTube. A simple Google search should help you find everything you need to know about any potential employer.

Things to think about

You want the employer to see that you are interested in the opportunity they are offering, not just that you want a job. Tell them what makes you an ideal candidate in terms of the role they are offering and the knowledge, skills and experience they require.

Example Competency-based Application Form

Tell us about a time when you have used outstanding problem solving skills to deal with a problem and what happened?

When I had completed 6 months in my Customer Service Assistant role at The Big Supermarket, my manager asked me to be involved in the induction and training of new staff. As part of my contribution, I identified inconsistencies in staff training procedures that were having an impact on dealing with customer feedback and complaints, as slightly different messages were being conveyed by different members of staff. I discussed this with management and suggested changes which resulted in a more consistent and efficient approach. As a result, a more efficient process is now followed, with positive feedback from both staff and customers on the changes.

Outline your working styles both individually and as part of a team, giving examples.

I am capable of working flexibly, comfortable both using my own initiative and working with others. When I completed my internship at The Place Ltd., I was part of a team in the Development Department, but was assigned an individual project as my main responsibility. This meant I managed my time to complete my research and analysis and put together a report, occasionally meeting with my manager and another colleague to review progress and talk through any improvements. I was confident in my ability to complete the report, but found real value in also adding a team working approach to discuss ideas and learn from more experienced colleagues.

Describe an occasion where you have used strong time management ability, in particular where you have had deadlines to meet.

Throughout my university studies, I have successfully organised my time to complete all assignments and research, meeting all deadlines, while volunteering, working part time and participating in a student society. A particular example is in my role of Team Leader for a second year project, where communicating closely with other team members, I was responsible for ensuring everyone was up to date with their workload and keeping check on our overall progress to ensure we met our deadline for submission. My leadership meant we remained well organised as a team and we completed one week early, achieving a mark of 68%.

Please outline any IT skills you have and programmes you are proficient with.

I am a confident user of Microsoft Office with advanced skills in Word and Excel and some experience using Access through my volunteering role with The Anonymous Foundation maintaining and running queries on their database. I am also comfortable using Outlook and the internet for work purposes, including the use of social and digital media for communication, as I designed and maintain the social media pages in my role of secretary of The Cheese Appreciation Society at university.

References

Professor Knowy Knowitall
Department of Example Studies
University of Essex
Wivenhoe Park
Colchester
CO4 3SQ

01206 123456
kknowitall@essex.ac.uk

Ms Leady Leaderson
The Place Ltd.
Big Building
Central Square
London
EC5 5EC

02012 345678
leadersonl@theplace.com

Things to think about

A good technique for communicating your skills and abilities to an employer to demonstrate that you tick all their boxes is **STAR**:

- **Situation:** set the scene or context for the example you're using as evidence;
- **Task:** briefly outline what you had to do;
- **Action:** give details of what you did specifically, focusing on your responsibilities, including any problems or challenges that you overcame; and
- **Result:** include the outcome, and anything you learned from the experience.

Things to think about

Provide specific evidence when you are demonstrating how you have used or developed the relevant skills for the role. Try to vary the examples you use from different areas of your life, such as academic, work experience and extra-curricular, and try to keep evidence to the more recent things you've done.

Things to think about

Meeting all the essential criteria specified by an employer is a requirement before they would be willing to interview you for the job. While not having all the desirable criteria won't necessarily go against you, always demonstrate if you do meet them. When there is strong competition for opportunities, the desirables may also be considered when selecting suitable candidates for interview.

Things to think about

You will usually be asked to provide at least two contacts for references. As a student or recent graduate, one academic and one contact from employment/experience would be ideal. Only use referees you have had recent contact with.

Ask your referees permission before you include their contact details and let them know what you're applying for so they can give an appropriate reference if asked.

If you are an international student, use UK contacts where possible, but if providing a contact from outside the UK, ensure you make them aware they could be contacted and that they will be able to communicate with potential employers if required.

XYZ Ltd. operate a policy of equality of opportunity and fair treatment in employment. We aim to monitor our recruitment and employment practices to ensure that unfair discrimination does not occur. To help us achieve this aim, we ask you to complete this confidential monitoring form and return it with your application form.

It will be used for statistical monitoring purposes only and will not be seen by those who are responsible for selecting candidates.

Things to think about

Many employers include an equal opportunities monitoring form as part of the application process.

Because of employment legislation, employers collect certain data on applicants for statistical purposes.

The information you provide in this form will not be taken into consideration when your application form is being considered and in most cases it will be separated and used by Human Resources only, therefore not seen by those considering applications and selecting suitable candidates.

Gender

Male Female

Age

22

Disability

Yes No

Marital Status

Single Married Cohabiting Prefer not to say

Sexual Orientation

Heterosexual Gay/Lesbian Bisexual

Prefer not to say

Religion Or Belief

No Religion Christian Buddhist

Hindu Jewish Sikh Muslim

Other religion Prefer not to say

ETHNICITY (please underline one option in one box only)

White

White British
White Irish
White European
White other

Mixed

White and Asian
White and Black African
White and Black Caribbean
Mixed other

Asian

Indian
Pakistani
Bangladeshi
Chinese
Other Asian background

Black

Black British
Black African
Black Caribbean
Other Black background

Other

Arab
Other ethnic background
Prefer not to say