



Department for Levelling Up,
Housing & Communities



Home Office

Welcome Workshops

Cultural Orientation Programme

Employment

With thanks to Jobcentre Plus - Department for Work and Pensions

Learning Objectives:

1

- To understand what it is like working in the UK (including your national insurance number and your rights at work)

2

- Learn about what is expected of you at work

3

- Understand the role of JobCentre Plus and your Work Coach

- Understand how to search and apply for a job or an apprenticeship

Your Rights at Work



- In the UK, men and women work in all types of jobs and sectors.
- Wages may be paid weekly, fortnightly or monthly.
- **The UK has various employment laws including:**

Working Age

- **Children** can only start **full-time work** once they've reached the **minimum school leaving age**.
- In England, a young person must be in part-time education or training until they are 18. In Wales, a young person can leave education at age 16 and start full time employment.

Working Hours

- This is usually a **maximum 48 hours a week on average** (see the Government website for exceptions).
- If you are **under 18**, you can't work more than 8 hours a day or **40 hours a week**.

Your Rights at Work



The terms and conditions of your work will be in your contract. Your work coach can provide more detail.



Make sure you read your contract carefully before signing it.



You may want to ask for an **interpreter** to help - Citizens Advice can help you with this.



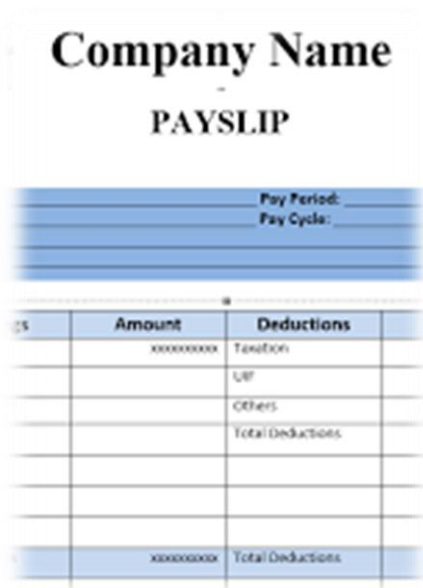
You can find out more information about your rights by contacting ACAS on **0300 123 1100**.



Minimum Wage

Every employer must pay their employees a **minimum amount per hour**:

	23 and over	21 to 22	18 to 20	Under 18	Apprentice
April 2021 (current rate)	£8.91	£8.36	£6.56	£4.62	£4.30
April 2022	£9.50	£9.18	£6.83	£4.81	£4.81



Usually your employer will provide you with a **payslip**.

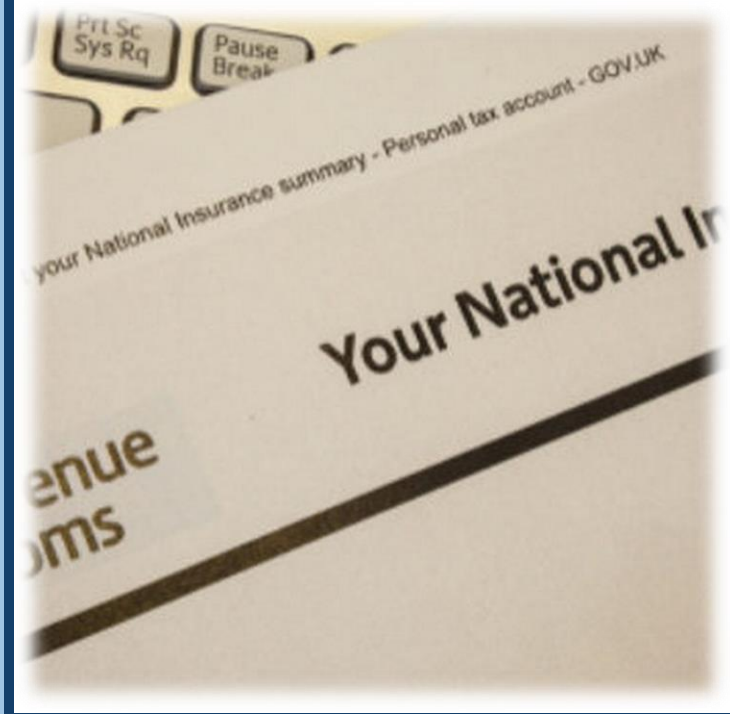
This will show:

- Your earnings before and after any deductions
- Deductions (e.g. tax, National Insurance)
- The number of hours you worked



Your National Insurance Number

- Generally, you need a National Insurance number to be able to **work or receive benefits in the UK**.
- Your National Insurance number is **unique** to you. It is a combination of letter and numbers. It never changes.
- It records the **tax and National Insurance contributions** you make, which pay for your healthcare and other public services.
- You can look for and start work without a National Insurance number if you can **prove your right to work in the UK**.



Equality and discrimination in the workplace

- ✓ You have the right to be **treated fairly at work**.
- ✓ You have the right to work in a **safe environment** and be **free from threats, violence and harassment** from your employer, colleagues or customers.
- ✓ **Employers must respect the needs of employees** as long as it does not interfere with the work they are employed to do – e.g. Muslim women are allowed to wear a hijab.
- ✓ **Men and women** have the right to work and have **equal rights** and duties.
- ✓ **It is illegal to discriminate against anyone applying for a job or in the workplace** on the basis of gender, race, religion, being married or in a civil partnership, disability, age, sexual orientation or being pregnant.
- ✓ **You should keep your ID documents (e.g. passport, BRP)** – your employer does not have the right to keep them.

What to do if you think you have been unfairly treated

- Complain directly to your employer
- Ask someone to help you resolve it (mediation/alternative dispute resolution)
- Make a claim in a court or tribunal. You can get further advice and support from the Equality Advisory Service:
www.equalityadvisoryservice.com
- If you are forced to work or your employer does not respect your rights, you can get advice from the **Modern Slavery Helpline by calling 0800 0121 700.**



Equality and
discrimination
in the
workplace



What is expected of you as an employee?



Arrive to work **on time**. If you are late, you should let your employer know.



Be **respectful** of your colleagues and employees at work.



Inform your employer when you are **unwell**, have **appointments** and when you would like to take **holiday**.



Take care for **health and safety at work**, reporting hazards, illnesses or injuries.



Dress appropriately (and where required, wear the uniform).



Work within **Company guidelines** and respect the terms of your **contract**.

Jobcentre Plus



jobcentreplus

- Jobcentre Plus is a government employment agency and benefits office.
- It provides **free employment advice service** to people of all genders and helps people of **working age** find employment.
- It can be found in **most cities and some towns** across the UK.
- **Your Work Coach will help you to access your Jobcentre.**
- If you want to contact your nearest office, you can find their details using the **local office search**.
- You can also write to your nearest office using their address from the local office search.
- Support is also available online.

Support available for you at your local Jobcentre Plus:

Support people claiming benefits

Identify potential employment opportunities

Provide contact with support partners

Signpost where and how to make benefit claims

Provide access to training opportunities

Provide public computers to help you in your job search

Answer benefit related questions

Provide access to opportunities to support job search

Support access to the local labour market

Support in Northern Ireland

- These services are managed in Northern Ireland by Jobs and Benefits, not Jobcentre Plus. These are part of the Department for Communities in Northern Ireland.
- Specific information on employment, careers and the payment of Universal Credit in Northern Ireland can be found at: [Employment, training and careers | nidirect](#)



Your Work Coach

You will be allocated a work coach who you will meet on a regular basis. They will give you support to build your skills and explore different job options and training opportunities.

If you are receiving Universal Credit you will be required to attend appointments at the Job Centre.

If you are disabled, a disability advisor can support you and help you access correct support and suitable employment.



Additional support for Afghan arrivals from Work Coaches

- Support you to make any benefit claims.
- Provide you with tailored support.
- Assist you to access other services such as citizen's advice and charities.
- Support you as you prepare for work.
- Help you find work experience opportunities.
- Support to enrol onto courses to improve your English Language
- Help you with your CV and practice interviews.

Meetings with Your Work Coach

Benefit claim finalised and evidence verified

First meetings with your Work Coach

Claimant Commitment created

Work Coach meetings and communication



1) Benefit claim finalised and evidence verified



You can get advice on how to manage your money from Citizens Advice Bureau and Money Advice Service.

Your first meeting with your Work Coach will help you to submit a **Universal Credit** claim.

- Your Universal Credit payment is to help you to pay for living costs (e.g. rent, gas, electric and council tax). You will need to manage your money well. Universal Credit is paid monthly.
- You can make arrangements for it to be paid weekly or fortnightly if you find it difficult to manage a monthly payment.
- To receive Universal Credit, you'll make an agreement called a 'Claimant Commitment' with your Jobcentre work coach which sets out what you will do to try and find a job.
- You may also be eligible for: support with housing costs, Disability and Carer benefit, Child Benefit, Homelessness assistance.

2) First meetings with your Work Coach

Your first meetings with your Work Coach will:

- Establish the support you need.
- Work out your immediate needs and goals.
- Set out your long-term and future goals and requirements.

It is very important that you arrive on time for your meetings.

3) Claimant Commitment

- A Claimant Commitment is an agreement between yourself and the DWP.
- It sets out what you need to do to receive benefits. You must follow it to receive your benefits.
- It will list your job goals or the things that might prevent you from finding a job.
- It will list the things you are doing to try and find a job.
- It can change as your journey progresses. It will be updated in meetings with your Work Coach.



4) Work Coach meetings and communication

These meetings are **mandatory**. Meetings will:

- Focus on activities you are doing to find a job.
- Include regular job search discussions (e.g. how many jobs you have applied for, where and how you applied).
- Guidance & coaching from Work Coach.
- Progress reports on courses.
- Review your Claimant Commitment.

Your Responsibilities

If you fail to meet your responsibilities set out in your Claimant Commitment, your Universal Credit payments could be stopped or reduced.

Your commitments will say what will happen if you fail to meet each of your responsibilities.

You may receive a reduction in your benefit (**sanction**) if you fail to meet one of your responsibilities and can't give a good reason to explain why.

You may need to attend regular appointments with your Work Coach by phone, by video or face to face in the Jobcentre. If you miss an appointment without a good reason, you may get a sanction.

How long sanctions last depends on what you failed to do and how many times you failed to meet your responsibilities (without good reason).

If you think a sanction is wrong - you can ask for an explanation and a reconsideration. If you still disagree with the reconsideration, you can ask for an appeal.

Help if your payment is stopped or reduced

You can ask for a **hardship payment** if you cannot pay for rent, heating, food or hygiene needs because of a Universal Credit sanction.

You will repay this through your Universal Credit payments. Your monthly payment will be lower until you pay it back.

You must be 18 or over.

You will have to show that you have tried to:

- Find the money from somewhere else
- Only spend money on essentials

Call the Universal Credit helpline (0800 328 5644) to ask for a hardship payment.

In Wales, you can apply **Discretionary Assistant Fund (DAF)** which is delivered via the Welsh Government Discretionary Assistance Fund (DAF)
| GOV.WALES

How to Find a Job or Apprenticeship



Find a Job & Find an Apprenticeship:

- **Free online** job website.
- Contains **latest vacancies** for jobs or apprenticeships across different career opportunities and job sectors.
- **Available 24/7, 365 Days a year.**
- You can search for jobs without an account. You need to create an account to apply for a job.

Skills Advisory Panel

- Publishes reports on **local skills** online.
- Contains career information for local people.
- Examples include jobs in health services, care sector, engineers and IT.



National Careers Service:

- Provides free, impartial and personalised information and guidance on careers.
- Can help you to make decisions on learning, training and work.
- Advice is delivered through individual and group face-to-face sessions, over the telephone (**0800 100 900**), online (<https://nationalcareers.service.gov.uk/>) and digital and social media platforms.
- Available to adults in England, in the community, online or on the phone:
- Their website contains information on different careers and progression routes.

How to Find a Job or Apprenticeship

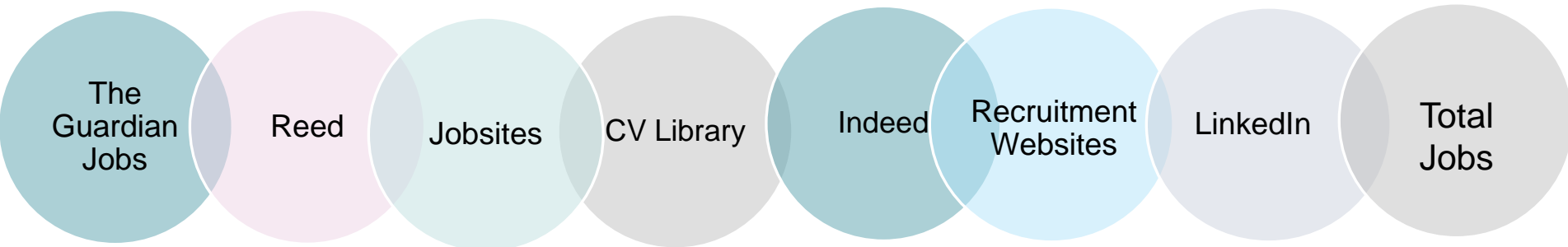
You should also consider:

- **Your local council website** - lists jobs locally, and may also have information about recruitment events and companies hiring in your area.
- **Job fairs** - events where recruiters come to meet potential employees.
- **Local and national newspapers** – in the job section with a list of vacancies.

Top Tips:

- ✓ The first job you may get may not be your 'dream job', but it will help you to start earning an income and build up experience.
- ✓ You can increase your chances of getting the job you really want by building your skills outside work – e.g. volunteering and improving your language skills.

Other websites to consider:



How to Find a Job or Apprenticeship (Scotland)

Fair Start Scotland:

- Fair Start Scotland is the Scottish Government's devolved employability service.
- Your JCP work coach might refer you to Fair Start Scotland to help support you find work
- This service can provide you with 12 - 18 months extensive support.

[\(https://www.employabilityinscotland.com/employability-services/fair-start-scotland/\)](https://www.employabilityinscotland.com/employability-services/fair-start-scotland/)

Councils in Scotland also provide employability support.

- These services aim to help those furthest from work, and include wrap around support from other public services.
- You can find out more from your work coach, or from your local council directly
[\(https://www.employabilityinscotland.com/local-employability-services/\)](https://www.employabilityinscotland.com/local-employability-services/)



Find an apprenticeship or career support:

- Skills Development Scotland is the skills agency that covers the whole of Scotland. They can provide support around Modern Apprenticeships as well as career information, advice and guidance.
- You can contact them via telephone (0800 917 8000) or visit <https://www.myworldofwork.co.uk/> for more information

Applying for a Job or Apprenticeship

Once you have found a job you want, you need to submit an application. Your work coach can arrange help for you with this.

Your application might include:

- Application Form
- CV
- Cover Letter

Once you have submitted your application, you may be invited to an interview.

Employers may ask to see your documentation. It will help if you can bring original documents (BRP, proof of your qualifications and experience).

Employers may ask for references from people who can verify your suitability for the job.

CV

- A CV (curriculum vitae) lists your skills, education and work experience.
- You normally need in your CV as part of a job application.
- You should try to tailor your CV to the job you are applying to.
- You can find free templates for CVs online.
- You can ask your Work Coach to help you.
- You can also get guidance on looking for work, interview support, CVs and applications online at Jobhelp.campaign.gov.uk

John Smith

IT Project Manager

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IT Professional with over **10 years** of experience specializing in **IT department management** for international logistics com| implement effective **IT strategies** at local and global levels. My greatest strength is business awareness, which enables me permanently streamline infrastructure and applications. Looking to leverage my IT Management skills at SanCorp Inc.

Experience

2006-12 - present **Senior Project Manager**

Seton Hospital, ME

- Oversaw all major hospital IT projects for 10+ years, focus on cost reduction.
- Responsible for creating, improving, and developing IT project strategies.
- Implemented the highly successful Lean Training and Six Sigma projects for all employees.

2004-09 - 2006-12 **Junior Project Manager**

Seton Hospital, ME

- Streamlined IT logistics and administration operation cutting costs by 25%
- Diagnosed problems with hardware and operating systems and implemented solutions to increase
- Maintained the user database of over 30000 patients, implemented new solutions inside the dashb

Education

1996-09 - 2001-05 **Master of Computer Science, University of Maryland**

- Graduated Summa Cum Laude.
- Andersen Postgraduate Fellowship to study advanced nursing techniques.
- Managed a student project to develop a weekly nursing podcast.

Skills

Business Process Improvement - history of successful innovations leading to cost savings

Vendor Management - proven track record of managing vendors in projects with budgets of over \$1

Project Scheduling - over 90% of projects led were finished in due time

Sales Analysis - background in IT Sales with deep understanding of negotiating contracts

Software

Microsoft Project

Covering Letter

- You usually need to send a covering letter as part of your application.
- In your covering letter you should list your skills, education and previous work experience.
- You should write the letter in formal language.
- You should tailor the content to the list of requirements for the job in the Job Description.
- You can find templates online to help you write your covering letter.
- You can ask your Work Coach to help you.

John Smith

Marketing Specialist



Personal Info

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Your contact details

Tailored to the Job Description

Flowerville, 06/01/2017

Ms. Katherine Bloomstein

Head of Marketing

XYZ Company

099 Peony Street

Flowerville, Ohio 55675

Dear Katherine,

As a lifelong enthusiast of XYZ's marketing initiatives, I was thrilled to see your posting for the position of Digital Marketing Manager. I am positive I can help with XYZ's upcoming challenges. I have experience with leading successful national online campaigns with budgets over \$300,000. What is more, I have succeeded at expanding ABC's client base by 19% since 2011.

In my current position at ABC, I have supervised all phases of our online marketing initiatives, both technical and creative. Last year, my key challenge was to design and optimize nine product websites for ABC's most strategic products and improve our SEO results as well as enhance the UX. Here we are a year later:

- Eight of the nine websites I optimized have achieved and secured their spot in the top 3 results on Google. These are organic, non-paid results for 10+ key search terms;
- The incoming search engine traffic to all nine websites comprises 47% of the total organic traffic for key terms and phrases.

I know that XYZ's current plans involve developing a comprehensive online portal focused on healthcare-related issues. This project is a perfect match for my personal and professional interests and an exciting opportunity to create a unique online base of knowledge for patients and healthcare professionals. I would love to leverage my knowledge of SEO marketing and online growth marketing to achieve groundbreaking results with this initiative.

I would welcome the chance to discuss your digital marketing objectives and show you how my success at ABC can translate into digital and online marketing growth for XYZ.

Kind regards,

Jane Redlock

P.S. — I would also value the opportunity to show you how my e-detailing solutions grew the combined sales of three ABC flagship products by a record-breaking 13% in one year.

The address of the employer

Formal language



After submitting your application, you might be invited to an interview.



Do not worry if you do not hear back from the employer – applying for jobs is competitive. It is normal to apply for many jobs at once.



Interviews can vary – you might be asked a series of questions or asked to complete a trial shift.



Read the interview instructions well – you may be asked to prepare something in advance.



Try to arrive early to the interview and check what the dress code is.



You can ask your Work Coach to help you prepare.

Interviews

Voluntary Work



- Voluntary work means working for an organisation without being paid. This could be for a charity or a voluntary organisation.
- Volunteering can be a good way to build your confidence and skills, meet new people and give back to your local community.
- Voluntary work increases your chance of getting a job, especially if you haven't worked in the UK.

Questions?

