

Working placement and Job seeking skills

2017

Q.2 Communication and good presentation skills are key in the work place. (a) Why is it important to have good communication skills? 2 marks

This is the ability to get the right message across clearly and understood. 1m + 1m

(b) Name and explain three methods of communicating in the work place. 6 marks

1. Oral: face to face meetings/dealing with staff, customers, phone calls, intercom.
2. Online: Business letters/ reports /order forms/email/spreadsheets/taxes/video conferencing.
3. Written: Contract of employment, notices/posters/memos on staff notice boards/text messages.
4. Visual: logo, charts, maps, graphs, presentations.
5. Non visual: Body language, gestures, tone of voice. 3 @ 2m (1 + 1) No repetition

(c) Explain three issues which may occur in a business as a result of poor communication skills? 9 marks

1. Bad customer relations when queries or complaints are not handled well/decrease in returning business.
2. Lowers efficiency/poor quality- slow and inefficient work/missed orders if records are not well kept/employee errors/task not completed.
3. Employee Morale- employees lack enthusiasm /industrial relations suffer if employees are not consulted or informed of changes/plans, absenteeism.
4. Decreased innovation- business ideas/improvements are not conveyed properly or acted on correctly.
5. Loss of sales/reduction in profits due to the job not being done correctly/on time due to poor communication to the employees.
6. Health and safety - Accidents may occur/insurance implications/training not understood. 3@3m(1+2(0/2))

(d) Consider a class activity in which you were involved where good presentation skills were evident. Describe three areas where good presentation skills enhanced the activity. 8 marks

1. Use of I.T. e.g. Power Point display/YouTube video/social media page.
2. Oral communication spoke well and knowledgeable.
3. Connect with your audience, smile, make eye contact, show passion, humour, tell stories, key message, gestures, body language.
4. Packaging/design of a product/ stand display/ posters.
5. Professional approach, uniform/hair neat /attention to detail/t-shirts. 2 @ 3m(1+2) 1 @ 2(1+1)

2017

Q.5 Businesses are committed to employing the best candidates for all their vacancies. (a) What does having a good work ethic and being a responsible employee mean? 4 marks

Being hardworking/reliable/trustworthy/diligent/you can be trusted to do your work to a high standard/committed to the organisation 2m + 2m

(b) List the benefits that are brought to a business when employees have a good work ethic. 6 marks

1. Increased profits as sales will increase.
2. Staff will turn up on time.
3. Reputation of business will improve.
4. Output can improve/productivity/quality of work.
5. They may win prizes which will improve reputation/win awards.
6. Good place to work which means employees will not move on.
7. Good industrial relations/low absenteeism. 8. Less supervision/can be trusted. 6@1m

(c) List six pieces of information that should be included in a contract of employment given to a new employee. 6 marks

1. Details of employer & employee clearly stated.
2. The contract should show the start date or duration of contract for employees.
3. Pay- It shows details on wages/salary, how much should be paid/when payments are made/ the method of payment/overtime and bonus payments/pension.
4. Holiday entitlements- no of day allowed/ when holidays can be taken.
5. Sick leave entitlements - no of days/details on sick pay.
6. Job description- The details of the job to be carried out/job title are clearly outlined/hours of work.
7. Code of conduct/grievance procedure e.g. the individual who deals with complaints and how a complaint should be made.
8. Details on statutory leave - parental leave/maternity leave.
9. The employee & employer must sign the contract. 6 @ 1m

(d) Describe in detail three important recruitment factors that employers look for in a potential employee. 9 Marks

1. Education/Qualifications, do they have the basic requirements for the job.
2. Relevant work experience
3. Personal traits such as confidence, commitment, willing to learn on the job, hardworking/productive, shows initiative, honest/trustworthy, reliable.
4. Good communicator/ good personality, customer orientated employee, people person/ individuals need to be able to communicate with managers, other workers and customers.
5. Skill set, do they have the necessary skills/variety of skills to do the job 12 6. Team-player – teamwork is a major feature of any work place. Workers need to get on with other team members and also perform their assigned tasks. 3 @3m(1 + 2)

2016

Q.3 Participation in LCVP work experience/ work shadowing gives you an invaluable insight into the world of work.

(a) Outline two ways work experience/work shadowing differs from school work. 4 marks

1. Longer hours in work than in school.
2. Work is more practical than school/different skill set needed/school is often theory based.
3. More day to day variety in work than in school.
4. Teamwork is more evident in work than in school.
5. Different demands made on you. In work there is a need to be committed/finish work to a time plan; where in school you have a choice to be committed/no homework
6. If you are not fully committed to the work or do not turn up for work you can get a bad report. If you are not fully committed in school it could affect your grades.
7. You may get paid for your work experience but not paid in school.
8. IT/ Technology usually more up-to-date in the workplace. 2 @ 2m (1+1)

(b) Identify three outcomes for you from participating in work experience/work shadowing placement. 6 marks

1. Career suitability- helps you to decide if this is the career for you? Allows you to see what the job/career entails.
2. See the working world first hand- value of time keeping, completing a job, skills required to do the job etc.
3. Developed new personal skills/qualities/improve skills- specific skills for the job are learned.Can assess if you have these skills?
4. Motivates you to work harder at school as you now know this is the career for you.
5. You may get a referee for your CV or a contact.
6. Allows you to develop interpersonal skills, while working with other adults.
7. Help to complete a portfolio item – Work Experience Diary.
8. May get a part-time job/summer work.
9. Developed knowledge to help with LC subjects. 3 @ 2m (1+1)

(c) Discuss three benefits to employees and employers when a business complies with the Safety, Health & Welfare at Work Act. 6 marks

1. Reduction of workplace accidents- safe working conditions provided/maintaining a safe working environment/safety statement.
2. No bullying- Lower employee absences and therefore less industrial relations problems
3. Prevents risks to other people visiting the work place e.g. visitors, customers, suppliers, reps -avoids claims/threat of legal action.
4. Provision of PPE/safe guards on machinery- Reduction of insurance costs/less chance of claims.
5. Employees receive proper information/training/instruction- which they use in the course of their work. Informed employees/ Safety statement provided/awareness of responsibilities/emergency plan and procedures/written in all languages of the employees.
6. Prevents damage to your business reputation or brand/ also better reputation for corporate responsibility among investors, customers and communities/avoids fines.

2016

(d) Write out the evaluation you completed for your work experience/work shadowing placement. 9 marks

Evaluation in light of:

1. Career Aspirations
2. Future Studies
3. What has been learned can be applied to work in the: Home
4. School
5. Community

2016

Q.4

Choco Ltd needs to recruit an Accounts Manager. The following is a job advertisement for the position.

(a) State four ways Choco Ltd. could advertise this position. 4 marks

1. Newspapers
2. Job centre/Solas Training Centers
3. Recruitment agency
4. On-line/Internet/Website
5. Radio
6. TV-Aertel
7. Employment magazines
8. Internal notice board/word of mouth
9. Job Fairs
10. Social media e.g. twitter/instagram/facebook

(b) Explain two of the underlined words in the advertisement. 6 marks

Interpersonal skills: skills we use to communicate and interact with each other.

Covering letter: a letter that accompanies a CV/explains why you should be given an interview.

References: a letter/email/phonecall that sets out your suitability/skills/qualities/employment history/from previous employer/personal contact/educational establishment/can be added to a CV

Personnel Manager: the person who is in charge of the department that deals with employment/training/support etc.

2016

(c) Choco Ltd. have received 400 applications for this position. Explain how applicants could ensure that their application form, CV and covering letter would stand-out. 6 marks

1. Tailor your CV to the job, focus on your proficiency and ability.
2. Use a modern, professional format, don't over use fancy fonts and colours. Make it stand out. Be different use eye catching subject lines.
3. Make sure it is error free, neat and tidy, no spelling errors, grammatically correct, easy to read/tippex free.
4. Provide details of most relevant professional experience only.
5. Ensure your CV/Covering letter is an appropriate length.
6. Always send a well written cover letter.
7. Showcase your personal interests and non-work related activities. Make sure your key achievements are highlighted. Emphasise your uniqueness/what you can do better than anyone else.
8. Follow all instructions on the application form e.g. Use black biro only, Use Block Capitals.

(d) Discuss how the shortlisted applicants can prepare themselves before the interview, on the day of the interview and be prepared for the interview itself. 9 marks

Before:

1. Do your research on the company
2. Prepare a question you can ask at the end of the interview
3. Practise a mock interview/practise your answers/know your CV
4. Find out the exact location of the interview/transport
5. Prepare clothing/grooming
6. Review your CV/Application form

On the day:

1. Stay calm/eat
2. Dress appropriately
3. Be punctual/arrive early
4. Review your CV/prepare answers

During the interview:

1. Be honest
2. Answer questions asked as best you can/ simple short responses/Speak clearly and confidently
3. Be personable/courteous/pleasant to all you meet
4. Sit appropriately/shake hands/body language
5. If unsure of a question asked, ask for it to be repeated

6. Ask a question(s) at the end of the interview

2015

Q.3 Work experience/work shadowing gives you an important insight into the world of work.

(a) State three methods of finding a work placement. 3 marks

1. Personal contacts/family/teachers/word of mouth
2. Sending out CVs/letters to potential employers
3. Personal visit
4. Telephone
5. From part time work
6. Use the internet/national newspapers
7. Send emails.

(b) Write a letter to an employer of your choice requesting a three day work placement. 10 marks

Addresses 1m

Date 1m

Opening/closing salutation 1m

Introduction 2m

Dates of work experience/work shadowing 1m

Closing paragraph (*CV enc) 2m

Layout - Paragraphs/address position/overall impression 2m

* compulsory item

(c) Explain three characteristics that make a person more employable. 6 marks

1. Hard-working – productive, hard-working people are better for a business.
2. Good communicator – individuals need to be able to communicate with managers, other workers and customers.
3. Punctuality – It is essential that all workers are on time for work.
4. Team-player – teamwork is a major feature of any work place. Workers need to get on with other team members and also perform their assigned tasks.
5. Shows initiative – Employers need workers who can work by themselves and do not need constant direction/positive attitude.
6. Honest/trustworthy – It is essential that workers do an honest day's work for their remuneration. They will not damage or steal any of the employer's property.

2015

(d) Describe three ways your participation in work experience has prepared you for the working world. 6 marks

1. It gives practical experience of the job/career you are interested in pursuing.
2. The world of work/what new behavior/attitude is expected from you e.g. good time-keeping, length of working day/certain qualities required.
3. New skills are developed such as teamwork and interpersonal skills.
4. Self-esteem/confidence can be improved. As a result of participating in work experience and handling different situations your self-esteem/confidence can be boosted/interaction with adults other than teachers.
5. It can help with CV preparation/completing application forms/good interview techniques as all of this must be done in order to get work experience.

2015

Q.4 Well regulated businesses have an impact on employers, employees and the environment.

(a) (i) What is a trade union?

(i) A trade union is an organisation of workers/who try to improve the pay/working conditions of its workers/represent workers in disputes. 3 @ 1m

(ii) Name any two trade unions

TUI/ASTI/INTO/INMO/SIPTU/IMPACT/UNITE/MANDATE/NBRU 2 @ 1m

(b) Outline four benefits of being a member of a trade union. 8 marks

1. Trade unions negotiate agreements with employers on pay and conditions.
2. The trade union will represent members during major changes to the work place such as large scale redundancies.
3. They can provide their members with information, advice and support.
4. They can provide education facilities and training.
5. They mediate with employers to resolve disputes/bullying incidents.
6. Trade unions lead to greater solidarity among workers.
7. Consumer benefits/ such as discounted insurance/VHI.

(c) (i) Explain a contract of employment.

(i) A written document*/between an employer and employee specifying the terms and conditions under which a person consents to perform the work they are employed to do/in return for an agreed wage or salary. 2m

* compulsory item

(ii) Identify four items which should be included in a contract of employment.

1. It shows details on wages/salary, how much should be paid/when payments are made/the method of payment/overtime bonus.
2. Holiday entitlements such as when work year begins/when holidays can be taken/the number of days allowed are clearly stated.
3. It includes sick leave entitlements such as the number of days before a cert is needed/details on the amount to be paid when ill.
4. The details of the job to be carried out/job title are clearly outlined.
5. It should show a code of conduct/grievance procedure e.g. the individual who deals with complaints and how a complaint should be made.
6. The contract should give details on statutory leave such as parental leave/maternity leave.
7. The employers' name/address and the employees' name/address should all be clearly stated.
8. The contract should show the start date or duration of contract for employees.
9. The employee must sign the contract.

(d) Describe three responsibilities of an employer in relation to health and safety regulations. 6 marks

1. They must prepare a safety statement (a document that outlines how a company manages health and safety/ensure risks are assessed).
2. To provide safe working condition/proper facilities/breaks/holidays/working machines correctly etc. The employer must ensure that equipment is safe and workable/to provide proper training/instruction.
3. Provide P.P.E. (Personal Protective Equipment) where necessary e.g. goggles, steel-toe cap boots, helmets, hard hats, ear plugs, gloves, aprons, hair nets etc.
4. Adequate signs displayed/fire drills/fire equipment/fire exits.
5. Take steps to prevent bullying. There should be procedures in place to deal with harassment, these issues should be dealt with immediately.
6. Appoint a Safety Officer/report accidents to Health and Safety Officer

2014

Q.3 Upskilling, JobBridge and Teamwork are part of modern working life.

(a) Explain what is meant by the term 'Upskilling'. 2 marks

When workers learn new skills/update existing skills/engage in extra training to develop their capabilities.

2014(b) Outline the reasons why it is important for a worker to engage in upskilling 6 marks

1. To do their job better.
2. To have extra skills to offer in the workplace.
3. To improve chances of promotion.
4. To make themselves more attractive to employers.
5. To keep up to date with the modern working environment/new technology which is always changing.
6. Self satisfaction/actualisation/keep challenged/motivated etc.
7. In order to change career.
8. Improve their CV.
9. For job security.
10. Higher pay/wages. 6 @ 1m

(c) 'JobBridge, the National Internship Scheme, provides work experience opportunities for unemployed people'

Explain the benefits for a job seeker of participating in the 'JobBridge' Scheme. 8 marks

1. They gain work experience in a relevant career/world of work/gets you into a routine.
2. They may learn new skills/develop existing skills/training opportunities.
3. It may lead to employment, contacts for the future.
4. It improves your CV so you have a better chance of getting a job in your chosen career.
5. Good for your self esteem as it is a positive use of your time/social aspect.
6. You receive extra payment for participating in the scheme.
7. It can provide the job seeker with a reference that could be used in a job application.

(d) Describe the ways in which an employer can ensure effective teamwork in his/her organisation. 9 marks

1. Ensure that the each member of the team understands the tasks/goals/targets. Make sure that all roles and responsibilities in the team are clearly defined.
2. Rotate the roles regularly so that that the workers become multiskilled/challenged/not bored/flexible.
3. Set realistic deadlines for the assigned tasks so work is done on time/on target.
4. Ensure that the team have adequate resources/training for the task to enable the task to be completed.
5. Review the work regularly. Have regular meetings to monitor progress.
6. Have a range of talents or strengths on the team/variety of skills/making the best use of aptitudes or abilities/workers learn from each other.
7. Make sure that all ideas and opinions are heard and valued so every one feels part of the team.
8. Appoint a strong team leader to motivate and encourage team members. Good communication with the team.
9. Have conflict/disagreement resolution procedures in place so that conflicts can be resolved quickly/have team building exercises/resolve conflict quickly.

10. Rewards/incentives/bonus offered to the most successful/effective team to motivate them to work hard and win.