

JOB PREPARATION

Skills Guide



- PLAN IT
- IMAGINE IT
- CREATE IT



higher education
& training

Department:
Higher Education and Training
REPUBLIC OF SOUTH AFRICA



Contents

About Career Development Services	Page 02
Services Offered by Career Development Services.....	Page 02
CDS Key Messages.....	Page 02
What is Employability?	Page 03
What are Employability Skills?.....	Page 03
Topic 1: Goal Setting	Page 04
Why is setting goals important?	Page 04
The SMART Principles.....	Page 04
Activity.....	Page 05
Topic 2: Become a Brand.....	Page 06
What is a Brand?.....	Page 06
Why is it important to build a professional brand?	Page 06
Activity.....	Page 06
Topic 3: What Employers Are Looking For.....	Page 07
Activity	Page 10
Topic 4: World of Work.....	Page 13
Topic 5: Sectors and Industries	Page 14
Scarce skills in South Africa	Page 15
List of occupations in high demand.....	Page 15
Topic 6: Job Search Skills.....	Page 16
Who to approach for job opportunities.....	Page 17
How do you increase your chances of getting a job?.....	Page 18
Job-search essentials.....	Page 18
Topic 7: The Application Process.....	Page 19
What is a CV?.....	Page 19
What is a cover letter?.....	Page 21
What is a career portfolio?	Page 22
Activity	Page 23
Topic 8: The Interview Process	Page 24
Before the interview	Page 24
Common interview questions.....	Page 25
During the interview.....	Page 27
Tips to follow	Page 28
After the interview	Page 28
Topic 9: Workplace Readiness and Placement Programme	Page 29
How will volunteering benefit you?.....	Page 29
Informational interviews.....	Page 30
Who do I contact to set up an informational interview?	Page 30
Activity.....	Page 31
Topic 10: Entrepreneurship.....	Page 32
Topic 11: Lifelong Learning.....	Page 33

CAREER DEVELOPMENT SERVICES

“Guiding minds and shaping lives”

About Career Development Services

“Career Development Services (CDS) is a South African government initiative to bring free quality career information, advice and counselling services to South Africans of all walks of life. CDS was established in 2010 following a decision by the Cabinet of the Republic of South Africa which sought to ensure that South African’s of ‘all ages have access to quality and differentiated career information, advice and counselling services throughout their lives’.

The preamble to the South Africa’s Constitution notes the importance of ‘freeing the potential of each person’ while the National Development Plan talks about the need for every individual to ‘embrace their full potential’. This embracing and freeing up of potential is critical to this nation’s development and transformation. As CDS we do not just aim to provide quality career and study related information and counselling services but to also contribute to the larger goal of assisting our people to ‘embrace’ and fulfil their potential.

CDS further supports the vision of the Department of Higher Education and Training (DHET) by facilitating ‘...access to relevant post-school education and training...’.

Services Offered by Career Development Services

CDS offers career and study related information, advice and counselling through a variety of channels and platforms which includes, Telephone, SMS, Email, Radio, Online, Publications and a Walk-In Service. Below is a table that provides more information on the services offered?

1. A national career helpline services through which information and advice on subject choice, career decisions, study choices; funding your studies, occupations in high demands etc. is provided.
2. Provision of career guidance and counselling services by Registered Counsellors and Psychologist. This may include the use of formal and informal career assessments instruments.
3. Conducting career information sessions on selected topics for learners, students and unemployed youth. These sessions are on; understanding opportunities in the post school system, choosing subjects, developing employability skills, job hunting techniques etc.
4. Improving capacity of Career Practitioners, incl. Teachers. Many of those who work in our schools and communities often do not have the requisite information, skills and knowledge to provide career services. We run workshops aimed at developing the capacity of Career Practitioners to provide quality information and support to their communities.
5. Development of online resources to support self-help. We have developed 3 main online platforms aimed to support various career and study related needs that exists in our communities. These are the careerhelp website which is mainly an information resource, the National Career Advice Portal (NCAP) which provides a range of tools and questionnaires to help you make career related decision and the Information Hub, which is designed to assist Teachers and other Career Practitioners.
6. Development and publications of a range of career publications. These includes the Apply Now! Booklet and the Post School Publication among others. These are distributed widely to schools, libraries and at career events.
7. Participation in career exhibitions across the country. These are done in partnership with other Government Departments and agencies.

CDS Key Messages

CDS supports the National Development Plan’s vision of “a country where opportunity is determined not by birth, but by ability, education and hard work’. It is to this end that we drive the following key messages;

Personal Responsibility
Career Construction
Lifelong Learning
Career Plan for all



What is Employability?

“Employability” refers to the ability to get and keep work. It’s not only about being able to get a job, it is about becoming employable so that you are able to keep the job in an unstable economy like ours. Most people do not know how to navigate the job market and therefore struggle to find opportunities they desire. This guide will help you to identify and develop employability skills that will help you get the job you want!

First, let’s have a look at the employability skills ladder and why it’s important to develop employability skills.

What are Employability Skills?

Where are you in the Employability Skills ladder?

Before you can explore your employability skills, it’s important to identify the skills you already have, as well as the skills you want to develop based on your qualifications and experience.

For example, if you have just left school, you need to think about the career you want to pursue. This is a crucial stage to do research about the employability skills you require to enter into your desired field of work. If you have already completed a post school qualification in the institution of higher learning and you are looking at entering the world of work, you need to know about the skills required to enter a specific industry.

Below are a number of skills. Please put a circle next to the skills you already have and put a star next to the skills you wish to acquire. This will give you an indication of the where you are in your employability ladder. Look for ways in which you can improve your skill.

- **Computer skills**
- **Personnel skill**
- **Technical Skills**
- **Report Writing**
- **Leadership Skills**
- **Communication skills**
- **Organisation skills**
- **Management skills**
- **Administration skills**
- **Artistic Skills**
- **Planning Skills**
- **Problem Solving Skills**
- **Teamwork Skills**
- **Financial Management**
- **Typing**
- **Project Management Skills**
- **Interpersonal Skills**
- **Decision making skills**
- **Negotiation Skills**
- **Time Management Skills**
- **Strategic Skills**

Why is it so important to develop employability skills?

The important part about employability and getting a job is getting a qualification and being able to USE that qualification in the world of work. It is crucial for you to learn employability skills, as these skills form part of your exit outcomes (completion of the National N Diploma) in preparation for the workplace. Every student that enters and exits a Technical Vocational Education and Training (TVET) college should be equipped with the necessary employability skills which an employer will require in order to employ the student, either for part-time work, vacation work or permanent employment.

Goal Setting

Why is setting goals important?

Setting goals is an important aspect of developing employability skills. It involves determining what needs to be done and how much effort will be needed to achieve your overall objective. Setting goals for yourself gives you long-term and short-term vision.

Long-term goals are broad statements of a person's purpose. They usually describe an ongoing process of growth and change, and a challenge that stretches us beyond our perceived capabilities.

Short-term goals are specific statements about accomplishments that will move us closer to long-term goals.

Setting goals allows you to:

- **Achieve more.**
- **Improve your performance.**
- **Increase your motivation to achieve.**
- **Increase your pride and satisfaction in your achievements.**
- **Plan to eliminate attitudes that hold you back and cause unhappiness.**

By setting goals, you are able to see what you need to do, what you have already done and what you are capable of. It is therefore important to set goals that are aligned with the SMART principles.

GOAL SETTING	
S	SPECIFIC
M	MEASURABLE
A	ATTAINABLE
R	RELEVANT
T	TIME-BOUND

The SMART principles

To develop strong short-term goals, review a potential goal and ask yourself if it is:

- **Specific:** Is your goal statement clear, strong and focused?
- **Measurable:** Will you be able to tell when you have made progress towards achieving your goal?
- **Attainable:** Is this goal realistic and is it within your abilities to achieve it? If things change, how easy will it be to change this goal?
- **Relevant:** Is the goal applicable to your overall objective? Will it help you progress towards your main objective?
- **Time-bound:** Have you set a time limit by which you should reach your goal? Is your timeframe realistic?

Activity

Set a goal for yourself right now:

Ask yourself: "what do I want to achieve five years from now?"

Once you have written it down, set a three year plan, one year plan, six month plan and one month plan of SMART goals that need to be achieved in order for you to accomplish your five year goal.

You should be thinking about:

WHAT?!



What do you need to do to achieve your goals?

WHO?!



Who can help you to achieve your goals?

WHERE?!



Where will you find information that will help you achieve your goals?

WHEN?!



When will you start working on your goals?



Topic 2

Become a Brand

What is a Brand?

A brand is anything that distinguishes something from another. In the case of people, it would refer to anything that people associate you with. This could refer to your expertise or interest in a certain area. Everybody has a brand however not everyone takes the time and effort to consciously cultivate it.

Why is it important to build a professional brand?

It is important because personal branding opens up professional opportunities such as employment, or a better job. If you're looking for employment or a better job, you want your potential boss at your ideal company to associate your personal brand with something that she/he is looking for.

Activity

Use the following steps to determine your own personal brand:

Step 1: Start thinking about yourself as a brand

Ask yourself:

- **What do I want people to associate me with when they think of me? For example, do they associate me with someone who is confident and approachable?**
- **Is there a subject I want to be perceived as an expert? For example, I am well-versed in politics – do want people to perceive me as an expert on this subject?**
- **Are there qualities that I want people to link to me? For example, when people think of someone who is outgoing and fun, do I want them to think of me?**

Once you know what you want your personal brand to reflect, you will be better at “packaging” yourself when you interact with others.

Step 2: Audit your online presence

In this digital age, it's important to check how you are representing yourself online.

- **Google yourself: Doing a Google search on yourself can be a quick way to see what others (eg. potential employers) are finding when they search for you online. If you find anything that's undesirable for your personal brand, you can then take steps to rectify it.**
- **Check your social media profiles: Doing regular checks of your own social media profiles is important for reflecting appropriate information about yourself, to potential employers. Is what you're posting publicly through social media reflecting a positive image of who you are?**

Now that you know how to position yourself in the mind of the employer, let's have a look at what skills employers are looking for.

Topic 3

What Employers Are Looking For

Employers are looking for particular skills in a candidate. They mainly try to link those skills to the services they offer. When a company assesses a candidate for a job not only is it considering a person who is good in a certain skill but also considers whether the person has the right personality and qualities.

There are certain basic qualities that employers seek in employees more than others. You need to have the skills and qualities that will set you apart from the candidates you will be competing with for potential jobs.

The benefit for the employer is that when a candidate possesses good employability skills, the employer gains a skilful employee who needs minimal training when they enter the workplace. The employer will be spending less time and funds on training thus focusing more on increasing productivity, efficiency and ultimately profitability of the business.

When we refer to a skill, we are referring to “a learnt ability to do something well.” The most common skills needed in the workplace can be categorised into:

Self-Management Skills:



These are skills that form part of our personalities, which are acquired early in our lives and develop as we grow and become adults. They relate to work because they allow us to cope with and manage our work environments so that we can be effective in the workplace.

Transferrable Skills:

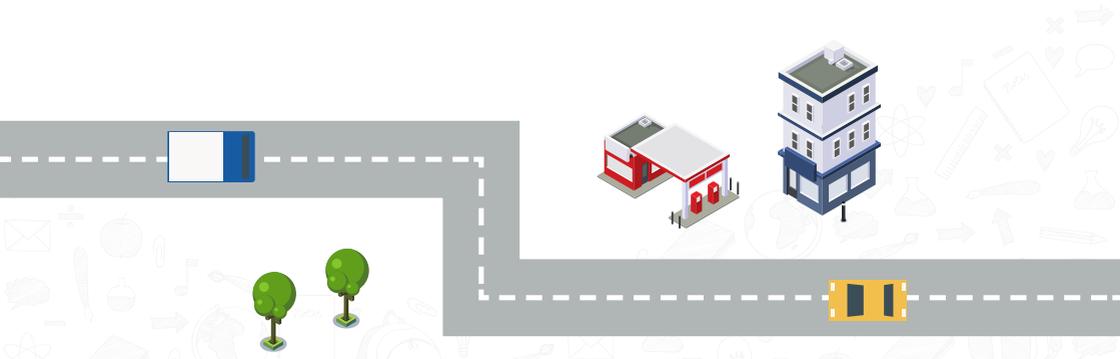


These are skills that can be transferred from one employer, job, occupation and industry to another. They are those skills developed through everyday experiences including employment, education, recreation (sports or hobbies), and community activities (projects).

Technical Skills:



These skills are the specific technical abilities and technical areas of knowledge we need in order to perform a particular job. Technical skills are work-specific.



Below is a list of some of the skills that employers are looking for in a potential employee:

Fundamental Skills

COMMUNICATION

- Read and understand information in different formats (words, graphs, diagrams).
- Clear writing skills.
- Speaking so that others understand.
- Presentation skills.
- Share information through different mediums (e-mail, fax, letter, voice).

NUMERICAL SKILLS

- Make estimates and check calculations.
- Decide what needs to be measured and how.

INFORMATION MANAGEMENT

- Find and gather information using various methods.
- Organise and synthesise information for others to understand.
- Make estimates and check calculations.
- Decide what needs to be measured and how.

PROBLEM-SOLVING

- Assess situations and identify problems.
- Identify the root cause of the problem.
- Seek different points of view and integrate them.
- Identify solutions to a problem evaluate solutions to make.
- Recommendations or decisions implement solutions.

Personal Management Skills

BE RESPONSIBLE

- Set goals and priorities balancing work and personal life.
- Plan and manage time.
- Plan and manage money.
- Manage risk.
- Be accountable for your actions.
- Be socially responsible and contribute to your community.

ATTITUDES AND BEHAVIOURS

- Feel confident.
- Deal with people, problems and situations with personal integrity, honesty and personal ethics.
- Recognise your own good efforts.
- Recognise the good efforts of others.
- Show interest, initiative and effort.

BE ADAPTABLE

- Work independently.
- Carry out multiple tasks or projects.
- Be resourceful.
- Learn from your mistakes.
- Accept feedback and adjust accordingly.
- Cope with uncertainty cope with change.

LEARN CONTINUOUSLY

- Be willing to learn continuously.
- Assess personal strengths and areas for development.
- Reflect on your learning.
- Set your own learning goals.
- Plan for and achieve your learning goals.
- Identify and access learning opportunities.

Team-Work Skills

WORK WITH OTHERS

- Flexibility: be open to different ideas and thoughts from different others.
- Lead or support when appropriate, motivating a group for higher performance.
- Accept and provide feedback in a constructive and considerate manner.
- Contribute by sharing information and expertise.
- Manage and resolve conflict appropriately.
- Punctuality: not delaying the work of others.

PARTICIPATION IN PROJECTS AND TASKS

- Plan, design and complete a project from start to finish.
- Work to agreed quality standards.
- Select and use appropriate tools and technology for a task or project.
- Adapt to changing requirements and information.
- Monitor success of a project or task.
- Think of ways to improve a project or task.

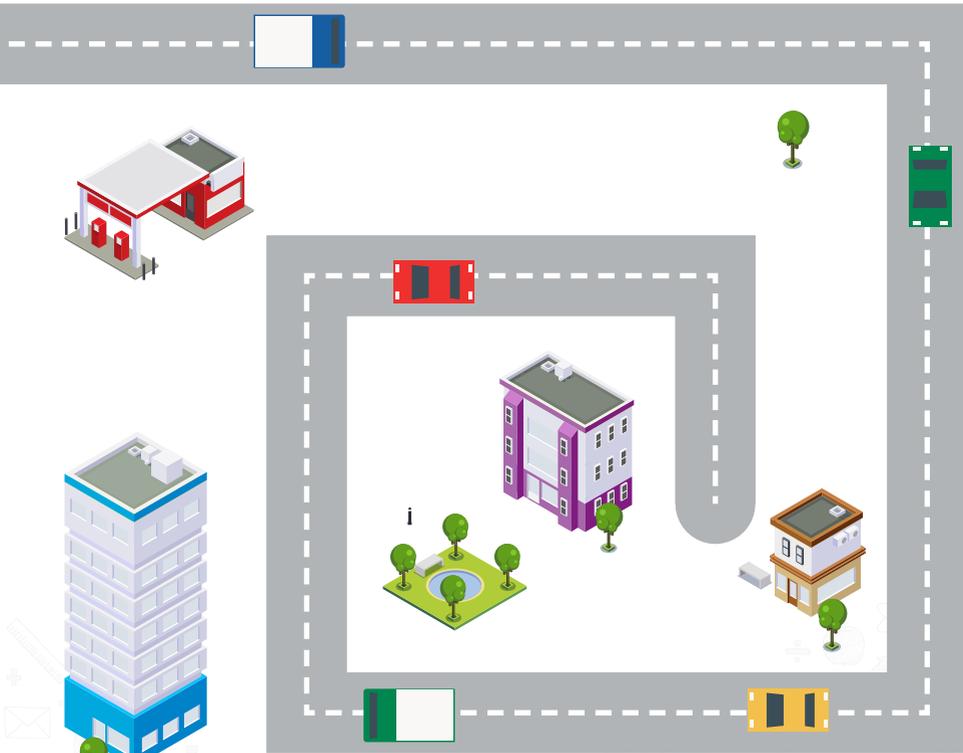
Leadership Skills

LEADERSHIP QUALITIES

- Decisiveness: making a decision on a course of action and being willing to accept responsibility for the consequence.
- Initiate new tasks and always taking the first step to get things started.
- Supervise/ manage the work of others, mediate problems and motivate people to perform well.
- Coaching: be able to support a group of people or individuals to achieve a goal.
- Develop, plan and organise successful projects.

LEADERSHIP TRAITS

- Awareness: maintain neutral/objective perspective about things that happen around you.
- Empathy: understand others and not be personal when a problem arises.
- Feedback: be able to provide individuals with an accurate progress about their work, appearances and behaviour, etc.



Activity

Read the statements below and put a tick or cross next to the appropriate number based on your level of competency. There is no right or wrong answer. Be as honest as possible when responding to the statements. Write down the skills that you still need to develop using the transferrable skills list provided above.

Skills that Employers are Looking for:	Meaning of Ratings: 1= Very poor, 2= Poor, 3= Fair, 4= Good, 5= Excellent					Skills I still need to Develop:
	1	2	3	4	5	
Eg. I am able to work well with others.		✓				I still need to learn to be flexible by being open to different ideas and thoughts from others
I am accountable for the time I spend at the college.						
I am able to work on my own without constant supervision from my lecturers.						
I am able to submit my assignments on time.						
I have a good sense of self-knowledge.						
I am able to lead a team of people.						
I am able to work well with those who are different from me.						
I am able to solve problems effectively and quickly.						
I am able to communicate my ideas clearly, accurately and logically.						
I am able to use a computer						
I am able to use Microsoft application programmes (ie. Word, Excel, E-mail, PowerPoint etc)						

Skills that Employers are Looking for:	Meaning of Ratings: 1= Very poor, 2= Poor, 3= Fair, 4= Good, 5= Excellent					Skills I still need to Develop:
	1	2	3	4	5	
I am able to take responsibility for setting my goals and achieving them.						
I am able to plan and manage my time.						
I am able to balance my studies and personal life.						
I am able to ask for feedback from others.						
I am able to critically provide feedback to others.						
I am able to accept feedback and adjust accordingly.						
I am able to make decisions on my own.						
I am able to support others when they need help.						
I am able to organise and plan projects.						
I am able to network locally.						
I am able to interpret and use information from text.						
I am able to write texts for a range of communicative contexts.						
I am able to engage my colleagues in sustained oral communication.						
I am able to read, analyse and respond to a variety of texts.						

DEVELOP AN ACTION PLAN USING THE INFORMATION ABOVE:

MY ACTION PLANS

Create and engage in new work experiences (eg, at home, at college, at work and/or in the community) that build on my personal qualities and use my transferable skills.

Engage in a continuous learning process supportive of my career goals.

Improve my learning habits and study skills and adopt attitudes towards learning that will help me to achieve my career goals.

Adapt my behaviours and attitudes in order to improve my self-concept.

Take steps to move towards my preferred future.

Improve my social, interpersonal and group communication skills in order to build positive relationships in my life and work.

Continuously assess and develop my social and interpersonal skills and my respect for the diversity of individuals.

Establish appropriate ways for expressing my feelings and asking for help.

Create career scenarios based on my personal motivations and aspirations.

Improve learning strategies and engage in a lifelong learning process supportive of my career goals.

Improve strategies for locating, understanding and using career information.

Create or adapt career goals and aspirations using relevant and accurate career-related information.

Engage in work experiences that satisfy my own needs and that contributes to my community.

Use up-to-date work search skills to create and engage in work opportunities reflective of my preferred future.

Engage in decision making that suits my needs and values and is supportive of my career goals.

Practice and improve on my computer skills.

Improve my communication skills by reading, writing and speaking more.

Remember that skills are not just learnt or acquired after you complete your studies. Employers need to recruit candidates with the relevant experience and skills. What exactly are these skills that they require?

Do not look further than this point (college life), for this process. There are important skills that you obtain while you are in college that can be transferred to the skills that are applicable in the workplace.

At this point in your career, you need to be conscious of all the activities that you partake in; academic and otherwise because these do come in handy when moving into the world of work.

Topic 4

World of Work

The world of work is the work environment or work setting in which a person spends their time doing the work that they have been hired for.

There is a lot of competition in the world of work especially for graduates who are trying to enter the labour market. It is crucial to prepare yourself for the world of work by doing research about:

- Different career fields.
- Work opportunities.
- The labour market.
- Resources that will assist you to land the job of your dreams.

In addition, you also have to think about your skills, interests, and knowledge because these are some of the necessary elements one needs for the process of becoming employed.

As a student, you need to think about the transition from your lecture hall to the work environment. The transition process will require that you to think about proactive ways that will make you more employable.

The transition from college life to the world of work

TVET Colleges are meant to provide study pathways that build the critical skills base that our economy needs to compete in today's global economic environment.

You should start now to prepare for the world of work. The preparation process includes understanding:

- What skills you have and still need to develop.
- What are employers looking for in employees.
- How to become a brand.
- How qualifications fit into the sectors and industries of our country.
- Which sectors and industries exist in our country.
- Which companies you are interested in working for.
- How to search for a job.
- How the interview process works.
- Work Readiness Programmes and Placement Programmes.
- How to develop a career portfolio.

Let's explore the sectors and industries exist in the country.

Topic 5

Sectors and Industries

Our economy is divided into different sectors and industries that make up the country's workforce.



AGRICULTURE

People involved with growing crops, raising livestock, forestry, fishing, conservation, etc.



MINING

People involved with mining coal, gold, diamonds, ore, salt, chemicals, stone quarrying, etc.



MANUFACTURING

People involved with production and processes; metal products, engineering, chemicals, construction, wood, textiles, foods, drinks, etc.



FINANCE & OTHER BUSINESS SERVICES

People involved with clerical, receptionist, business, finances, management work, etc.



COMMUNITY & SOCIAL SERVICES

People involved with public services, health care, education, law, etc.

See if you can identify which economic sector(s) your chosen career field falls into.

Knowing what scarce skills exist in certain sectors and industries is also a good way to explore careers that are in demand.

Scarce skills in South Africa

'Scarce skills' are sets of skills developed through a mix of qualifications and work experience, for which there is a need and too few people in the country to supply the skills. The South African government is building a strong economy by encouraging the development of skills in general and scarce skills in particular. Studying towards a qualification in a scarce skill field would not only mean helping your country, but also helping yourself! You will stand a far better chance of finding a job!

List of occupations in high demand

The list of occupations in high demand can, to an extent, guide you towards choosing an occupation that needs the skills that you may have to offer.

Depending on the labour market and what skills are regarded as being in demand, there will be opportunities for any person if they meet the requirements to fill an employment gap. The list of occupations in demand gives people an indication of what the labour market looks like. This means that you can get a sense of the skills that are needed in our country so that you can work towards up-skilling yourself based on what the labour market needs. Visit <http://www.dhet.org.za> for the latest list of scarce skills and occupations in high demand.

Now that you know where to look for opportunities, you need to develop job searching skills.



Topic 6

Job Search Skills

Knowing how to search for relevant jobs and where to search for them, is essential so that you can find a job.

Before you start searching for a job, take some time to ask yourself the following questions:

- Will I have to travel or leave home?
- What hours will I work?
- What kind of work will I be doing every day?
- What salary will I earn?
- Is it a big company or small company?
- What about opportunities for promotion and personal growth within the company?
- Do they provide training?

Based on what you value in terms of a job, list three more questions that you think are important (for example, "Will I have to travel a lot and be away from my family?"):

1. _____
2. _____
3. _____

If you have a physical challenge, suitability of your desired workplace is important. There are a wide variety of opportunities for people with physical challenges. It is important to source opportunities where people with physical challenges are especially encouraged to apply but do not limit yourself to those opportunities only.

Where to search for job opportunities:

You may choose a particular occupation over another because you are driven or motivated by money, passion, personal preference or interests. Whatever the reason is make sure that you consciously plan your career in a way that will benefit you in the long run.

You need to familiarise yourself with your community and the opportunities that exist around you.

Some of the places that you can start with are listed below:

Online services	In-person services
<ul style="list-style-type: none">• Local government.• SA government.• Youth Work South Africa.• National Youth Development Agency.• Department of Public Service and Administration.• Department of Labour.• Career Jet.• Job is job.• City of Tshwane.	<ul style="list-style-type: none">• Recruitment agencies.• Department of Labour.• National Youth Development Agency centres in your area.

Online services	In-person services
<ul style="list-style-type: none"> • Ekurhuleni Metropolitan Municipality • Bizcommunity • Youth village • Student village • Robert Walters • CareerJet • JobMail • BestJobs • Careers24 • PNet • Recruitment Direct • Indeed • All South Africa Jobs • JobSpace • Career Junction 	<ul style="list-style-type: none"> • SSS office in your TVET college campus to get information about job placements • Municipal offices

Who to approach for job opportunities?

Family and friends: Make a list of friends and family who are employed. Ask them whether they know anyone you can talk to or anyone who employs people with the skills and qualification(s) that you have acquired. In such a case always have a generic Curriculum Vitae ready to send to your contact so that they can forward your CV to the people they know are looking for an employee.

Internet: Online job search engines are easily accessible; they contain a lot of useful job opportunities and job search information.

Labour centres: Contact the national Department of Labour or National Youth Development Agency (NYDA) in your area. You can contact both the labour and the NYDA centres to enquire about available job opportunities. They have a database you can use to register your details so that they can alert you if there are any available posts.

Newspapers: Majority of the newspapers have a section they use to advertise jobs. Always keep the job section to refer to it in case you are called for the job interview. You will need this part of the section to remind yourself of the job requirements in order to prepare for the interview.

Radio and television: These mediums are a platform used by both public and private companies to alert people about vacant posts. For example, if a company wants to advertise a learnership or Senior Management position they could announce it either on the radio or television.

Careers fairs/expos: This is an event held by various employers, recruiters, and schools to provide information to potential employees. It will benefit you to attend these career fairs/expos so that you can speak to potential employers about their industry and about their opportunities. You can check the internet for details about career fairs/expos that will be taking place in your area.

Student Support Services (SSS) at your TVET College: The career guidance officer may alert students of advertised posts from various employers by posting them on the college's information board. SSS can also assist you with your job search, CV writing, and preparations for interviews.

How do you increase your chances of getting a job?

Job search does not happen in isolation - employers are looking for self-sufficient individuals, because they need a person who will be able to do the job diligently. You will increase your chances by doing the following:

Education: One of the employer's basic requirements is for a candidate to have obtained a qualification. It is important to identify the qualification that is aligned to the field of study you are interested in, because this will increase your chances of being employed within that career field. Writing school assignments, doing practicals, taking part in discussions, debates and presentations is another way of learning that will enhance your skills

Work experience: You could gain some work experience by undertaking weekend or holiday job, or you could volunteer in organisations around your area, or take part in learnerships, apprenticeships, or even start your own business (e.g tutoring the subject you excel in). This way you will get the chance to develop your skills and to learn more about the industry you are interested to work in.

Extra-curricular activities: Not all the skills you learn will be through work or through studies. You could gain a range of skills by being involved in student societies or clubs, or by being part of the Student Representative Council (SRC) at your college.

Job-search essentials

Have a career plan that guides you when searching for jobs. The career plan involves:

- **Preparation:** do proper research about the labour market, job opportunities and companies.
- **Job search resources/tools:** there are various ways to search for job opportunities such as the internet, newspapers, word of mouth, job agencies etc.
- **Updated and well written CV and cover letter:** job requirements differ, always customise your CV to fit the job application.
- **Interview skills:** always thoroughly prepare, and practice for job interviews.
- **Job search action plan:** set a step-by-step job search plan and evaluate it frequently.
- **Networks:** build and maintain meaningful connections around you and in the work industry.
- **Self-knowledge:** knowing yourself and your capabilities will help you to convince people why you are the best candidate for the job.

Now that you know where to find job opportunities, let's have a look at the job application process.



Topic 7

The Application Process

In order to apply for employment opportunities, you need to submit the necessary documents that are required for you to stand a chance of being selected into the position that you are interested in. The tools that we use are:

- Curriculum Vitae (CV).
- Cover Letter.
- Career Portfolio.

What is a CV?

A Curriculum Vitae (CV) is an excellent marketing tool. It markets your skills, work history and potential. As you grow and acquire new skills, so must your CV. It is a document that shows your current personal, work and industry related skills. It provides insight for the employer of your employability potential for their company.

You should keep an electronic version of your CV so that it can be updated regularly. Always remember that when you are applying for a job, it is important for your CV to be relevant and specific to that industry.

Example of a CV:

Curriculum Vitae of {Insert your name here}	
1. Personal details:	
Full name:	First name, second name, surname
Identity number:	12345678910
Driver's License:	Code B if applicable (not compulsory)
Residential address:	This is where I live
Daytime telephone number:	011 123 4567
Cellular number:	NB!
E-mail address:	NB!
Home language:	Not compulsory to write
Other language Proficiency:	Not compulsory to write
2. Academic details:	
a) Tertiary Education (Start with your most current qualification or field of study)	
Institution:	E.g. Tshwane University of Technology
Course:	E.g. National Diploma
Current Year:	E.g. 2012
Currently registered subjects:	List your subjects here (not compulsory)
Additional Qualifications (certificates):	Certificate 1
b) Secondary Education	
School:	Name of High School
Year:	Year that you obtained matric/grade 12
Qualification:	E.g. N3 or Grade 12

3. Work Experience (Start with your most current position or job held)	
Name of Company:	E.g. Company 1
Position:	E.g. Receptionist
Duration of service:	E.g. 1 December 2015 - Current
Duties/Responsibilities:	NB! Focus on Skills, abilities, knowledge, and attributes when explaining (responsibilities)

4. Transferable Skills (Match to job)

a) Computer skills and knowledge:

I have a good working knowledge of the following: (If applicable)

- MS Word
- MS Excel
- MS Power Point
- Internet research

b) Communication Skills:

Verbal skills:	My ability to communicate well with different people on the phone and face to face at work and at college has enabled me acquire this skill.
Writing skills:	Writing memorandums and letters at work and assignments at college have enabled me to obtain this skill.
Interpersonal skills:	My ability to speak, write and enabled me to have good interpresent myself fluently and immaculately has personal relations with different people.
Leadership skills:	I am currently the Chairperson of the Positive Talk Club of Tshwane University of Technology.

5. Achievements	I was a top student in HRM in 2011.
------------------------	-------------------------------------

6. Attributes	My hard working, organised, dependable, sociable, openness, and highly motivated qualities are testament to my ability to associate well with people of different cultures, beliefs, and personalities.
----------------------	---

7. References/Testimonials

A reference is a previous employer, a lecturer (only if they know you well), a teacher, principle, and a friend of the family or someone who knows you but who is not an immediate family member.

Provide 2 – 3 contactable references.

Name:	First name, Surname
Designation:	Managing Director
Company:	Company 1
Contact number:	011 123 4567

What is a cover letter?

A cover letter is a marketing tool that you can use to introduce yourself to a potential employer. It demonstrates your skills and allows the employer to see how interested you are in the position you are applying for. You should make reference to your CV in your cover letter. First impressions last so make sure that you portray a positive image of yourself so that you can motivate your prospective employer to interview you.

Your address: 67 Orchard Street
Mountain View
Cape Town
(The date)

The potential employer's details:

Mr T Ngubane
Human Resources Manager
TOM TANGLER TRADINGS
MAIVERVIEW
MIDRAND

Dear Mr Ngubane **(Address the contact person in a formal manner. If you don't know the name, start with "Dear Sir/Madam" and end with "Yours faithfully")**

Indicate where you found out about the position and show your interest:

I am writing in response to the Civil Engineering post advertised in the Sunday Times newspaper on 3 October 2015. The position seems an ideal opportunity for me as it matches my experience, knowledge and career aspirations.

Highlight your skills and accomplishments:

As you can see from my CV, I have amassed over seven years of significant, progressive experience in civil engineering projects within the construction and gas industries. During my career I have participated in more than 20 civil engineering projects, all of them were successful.

Mention your experience and connect it to the position:

My progressive engineering experience has provided me with the opportunity to develop strong client relation building skills and an ability to lead multi-disciplinary teams. I am experienced at applying the principles of civil engineering when planning, designing, and overseeing the construction and maintenance of structures and facilities.

Refer to your CV:

I enclose my CV for your review and look forward to meeting with you in the near future. Should you have any questions or require clarification on any information please contact me via the contact details listed in my CV.

Mention that you would like to hear from the employer:

I would welcome the opportunity to talk to you and I hope that you will invite me for an interview. I thank you for your time and I look forward to hearing from you.

End the letter and include your name:

Yours sincerely **(End with "Yours faithfully" if you don't know the name)**
Simangaliso Gumede

What is a career portfolio?

As part of the Portfolio of Evidence (P.O.E) that documents your skills and experience gained during in-service training, you should also compile a Professional Portfolio prior to in-service training. This portfolio will assist you to document your employment history and your career development process. It can be viewed as an extension to your CV because it offers more specific information about your career development process.

The benefits of having a career portfolio are:

- It enables you to be more effective in communicating your interests, skills, motivation, and personal qualities to potential employers and transfer colleges;
- It offers you the opportunity to develop and commit to a specific action plan;
- It assists you with choosing a specialisation area and exploring career options;
- It identifies and evaluates your competencies and self-knowledge both in and out of the classroom; and
- It gives employers information that could not be included in your CV and cover letter; and
- It illustrates accomplishments for employers.

What should you include in your portfolio?

- Table of Contents.
- Career summary and goals.
- Generic CV.
- Samples of work.
- Letters of reference.
- Diplomas, certificates.
- Course descriptions.
- Assessments, test results, appraisals, reports.
- Awards, society memberships.
- Internships, apprenticeships, special projects.
- Workshops, seminars, conferences attended.
- Independent learning (things you've learnt on your own, or taught yourself).
- Special training (military, private institute, business, etc.).
- Information about potential careers.
- Jobs/contracts held (title, description of all duties, supervisor, phone, address).
- Performance reports, appraisals.
- Accomplishments.
- Military training, citations (complete description of duties, activities).
- Professional licenses/certifications.
- Attendance records.
- Documentation of accomplishments - increases in sales, decrease in claims.
- Computer-related items.
- Major projects completed/participated in.

Now that you have identified the tools that you can use to apply for a job, you need to know how to apply for a job.

Application forms

Application forms are designed by employers to collect information about you. Most employers have created a standard form every candidate has complete. These forms are either paper passed or found online on the company's website.

- **Paper application** – complete a paper application by picking one up in person, requesting them to send it via email, or downloading it from the company website.
- **Online application** – most companies have created a standard online application form which they request applicants to complete.

It important to complete these forms correctly as they determine whether you will be called for the interview or not. These forms as well as your CV and motivational letter represent you before the interview.

Consider the following when completing the forms:

- Complete all sections of the application form. If something is not applicable to you, make sure that you mark it as “Not Applicable” or “N/A.”
- Fill in your personal details correctly (names, surname, Id no, qualifications address etc.)
- Proofread everything that you have written for grammars, spelling and any errors before sending. It is always a good idea to ask someone else to read over the form, such as an SSS staff, people you know are good in writing, mentors, Career Advisors, lecture etc.
- Employers normally read through many applications, try to make your answers interesting and to the point
- Take your time to complete the form; you can prepare yourself by completing a rough draft beforehand, work on it before sending the final draft
- Always keep a copy of your application form it will come in handy if they invite you for an interview

Activity

You will be leaving college soon and you want to become a Civil Engineer, Administrator or (career you have chosen).

1. Develop a CV that is specific to an industry you are interested in using the CV example provided. What important items need to be included in your CV?
2. Start looking at job posts and their requirements and use these requirements to prepare your cover letter.
3. Remember, a cover letter should be written according to each job post.
4. Use the job advertisement below to practice applying for a job.

JOB OPPORTUNITIES

THABO THOBANE TRADINGS IS LOOKING FOR QUALIFIED CIVIL, ELECTRICAL TECHNICIANS, MECHANICAL ENGINEERING APPRENTICES, MARKETING OFFICERS AND PUBLIC RELATIONS INTERNS TO FILL ITS VACANT POSTS

VACANCIES	QUALIFICATIONS NEEDED
Electrical Technicians (5)	National N Diploma in Electrical Engineering from a South African Technical Vocational Education and Training (TVET) College.
Marketing Officers (3)	National N Diploma in Marketing Management from a South African Technical Vocational Education and Training (TVET) College.
Mechanical Engineering Apprentices (6)	Relevant Trade theory at N2, no experience needed.
Public Relations Management Interns (2)	Completed N6 certificate in Public Relations Management, no experience needed.

Candidates must have relevant qualifications, basic computer skills and a good command of English. Candidates must also be hard working, punctual and be willing to learn.

Email your CV, cover letter and certified documents to TTT@webster.co.za OR post your CV, cover letter and certified documents to PO BOX 223, MAIVERVIEW, MIDRAND.

For enquiries contact Lizzy: 017 489 4667 or Thabang: 017 489 4798

Now that you know how to apply for a job, let's explore the interview process and what you need to prepare for.

The Interview Process

An interview is a formal conversation between the employer or their representatives and the potential employee. Job interviews are to see if you are right for the company and if the company is right for you. An interview is a chance for an employer to meet and assess your suitability for a particular job role. An interview can take on a variety of formats eg. telephone call, video call, face-to-face, etc. When all candidates have gone through the interview process, the employer selects the most suitable candidate and negotiations for the job offer to commence.

Interview skills play a critical role in determining whether you get the job or not, therefore it is very important that you know what to expect, how to conduct yourself, what you should never do and what you should always do during an interview. Time spent on research and preparation prior to your interview will pay off on the day.

Before the interview

- Conduct research about the company, you can find out about the owners of the company, if it is private or public, its history, objectives, and services. You can get this information from their website, publications (magazines, newspapers, etc) or people who know about the company.
- Companies are more impressed by a candidate who has done research about the job and the company where they are applying before they enter the interview room.
- Know the exact location (work out how long it will take to get there and how you will travel) and time of your interview and who you are seeing.
- Dress code – first impressions last. The employer expects you to take the interview seriously; you need to come dressed smartly and professionally.
- Interview – one way of preparing for an interview is to do a mock interview to practice the possible interview questions, techniques and to get feedback.
- Use the job description as a guideline as to what you will be asked about your personality, skills, work experience and qualifications. Use your portfolio and your CV to remind yourself of the skills you have.
- The portfolio and CV can also be used as evidence of the skills you have acquired.
- Put together a list of questions the interviewers are likely to ask relating to the job and your skills and think about the best answers. Practice the answers to these interview questions with a professional person (career advisor, SSS staff), friend, or member of your family.
- Interviewers will give you an opportunity to ask your own questions, it is always better to think about these questions and the answers in advance.
- Take copies of any documents such as your CV, motivational letter and certified copies of your qualifications. These will include all documents you think the employers can request.
- Get a good night's sleep the night before.

There are different types of questions you should expect to answer during all interviews you will attend. See the lists of common questions, below that you can expect and be prepared to answer in your interview. However, some interviewers are likely to surprise you by asking unexpected or unusual questions such as: What is your favourite television programme?

Common interview questions



PERSONAL OVERVIEW

- Tell me about yourself.
- What are your strengths and greatest weakness?
- Tell me how you handled a difficult situation.
- How would your friends describe you?
- What was your biggest failure?
- What motivates you?
- How do you make decisions?
- Why should we hire you?



ABOUT THE ORGANISATION

- Who do you think is our biggest competitor?
- What do you think about our products and services?
- What do you know about our company?
- Why do you want to work for our company?
- What is the name of our CEO?
- Why do you want this job?



CAREER PLANS

- Why did you apply for this job?
- Where do you see yourself in 5-10 years?
- What kind of challenge are you after?
- What are your long-term career goals?
- What is your ideal job at this stage in your career?
- How do you define success?
- Describe your dream job.



EXPERIENCE

- Where have you worked while at college? What have you gained from your work experience?
- How has your experience prepared you for this kind of job?
- What were your three most significant accomplishments in your last job?
- What did you like most and least about your last job?
- What specific skills did you gain from your last job?
- Describe an important project you worked on.
- Describe your last employer's management style.



OTHER INVOLVEMENTS

- What campus activities have you been involved in?
- What else are you involved in?
- What have you gained from your extra-curricular activities?
- Do you have any hobbies?
- Have you taken on any positions of responsibility?
- How do you see yourself contributing to the department?



EDUCATION

- How has your educational background prepared you for this job?
- What are the main things you learnt from your studies?
- How do your studies relate to your career goals?
- Describe your most rewarding college experience.
- How do you balance your studies and personal life?
- Why did you choose that course of study?
- How would you explain your low grades/failures?



CREATIVE QUESTIONS

- Tell me three things I don't know about you.
- What percentage of your life do you control?"
- Which social networks do you like more Facebook or Twitter?
- Tell me a story.
- If you were an animal, which one would you be?
- How many Allstars do you own?

During the Interview

DO	DON'T
<ul style="list-style-type: none">• If possible do a practice run to the location where you are having the interview. Make sure to find out where the venue is beforehand, how to get there and how long it takes.• Arrive at least 10-15 minutes early. Being late arrival for a job interview could be perceived as a sign of poor work ethics. If you are running late, phone the company and apologise.• Try to make a good first impression: dress smartly, look bright and attentive, and speak clearly and confidently.• Answer all the questions as fully as you can, prepare answers for the main questions and quote real examples of when you used the skills you claim to have.• Sell yourself: this is your chance to sell your experiences or skills in a positive light.• Turn off your mobile phone: treat the interviewers with respect and give them your undivided attention.• Greet the interviewer(s) by title (Ms., Mr., Dr.) and last name. (If you are not sure, make sure you listen actively when they introduce themselves so that you can remember their names.• Wait until you are offered a chair before sitting. Remember don't fidget or slouch sit upright and look attentive and interested at all times.• Think about your body language as well as what you say. Make good eye contact with your interviewer(s).• Ask the interviewer to clarification any question you do not understand.• Show your enthusiasm and throughout the interview.• Be positive about yourself and your abilities.	<ul style="list-style-type: none">• Swear or use poor language, slang and pause words (such as "like," "uh" and "um").• Be arrogant and assume you've got the job.• Nothing turns off employers more than someone who is disrespectful and over-confident.• Discuss controversial topics such as religion, politics and gender relations.• Speak anything negative about former colleagues, supervisors, or employers.• Answer questions with a simple "yes" or "no." Elaborate whenever possible. Give detailed examples about yourself that highlight your talents, skills, and experiences.• Get personal with the interviewer.• Drink alcohol or smoke before the interview or chew gum during the interview.• Appear desperate.• Touch your face or neck too much or play with your hair. This makes you look nervous.• Cross your arms over your chest, this makes you look defensive.• Ask about salary, bonuses, retirement, or other benefits unless the interviewer mentions them.• Apologise or talk about what you don't have in your background – always focus on the positive.• Lose your temper and patience.• Mumble and ramble; stay on point.• Speak too loudly or softly.• Wear bright colours unless applying for a creative position. Research suggests dark colours are better.

One strategy for job seekers preparing for the interviews questions is to use the STAR Technique:

Situation: describe the situation/context you were in (who, what, where, when, how).

Task: what did you have to do to accomplish the task?

Action: what did you actually do? What skills did you use? Keep the focus on yourself even if you were part of a team.

Result: what was achieved? What did you learn?

Example:

Question: Tell me about a recent situation in which you had to deal with a very upset customer or co-worker.

Situation: It was my first day at the car dealership I work at as a mechanic; the client came in angry and accused me of damaging his car instead of fixing it properly. His car's ventilation system was only cold air.

Task: I informed him that it was my first day of training and I could not possibly be the person who fixed his car however, I would get someone who will be able to resolve the matter at hand. I actively listened to the customer and tried to calm him down, so that I can be able to understand his story and be able to assist him.

Action: I checked with the administration office to find out what was the initial work that had to be done to the car, and who was assigned to fix the car. Once I found out I informed the mechanic of the problem and they attended to the client.

Result: I managed to calm the customer down; I offered him complementary coffee while they fixed his car. The client left happy with the car's ventilation system working.

Tips to follow

Prepare your own questions: Interviewers will give you an opportunity to ask your own questions. It is always better to think about these questions in advance. Preparing questions of your own is not only good for getting more information about the job and the company, but it also displays your interest in the position and company.

Print your documentation: Bring copies of any documents such as CV, motivational letter, certified copies of your qualifications and identity document. This shows your preparedness for the interview and it also mean you have the documentation with you, should the employer require any hard copies.

Sleep well: Get a good night's sleep the night before your interview. You will be fresh, confident and ready to get that job!

After the Interview

Reflect on what worked, and what didn't work. If you feel your interview didn't go as you had hoped you must reflect on the experience. You need to ask yourself: what you would have changed in the interview? What went wrong so that you don't repeat the same mistake in future.

- **Timeline:** At the end of the interview, inquire about the timeline. Having knowledge of when the interviewer will get back to you about their decision will help you to know the right time to do a follow-up after the interview.
- **Have patience:** The hiring process often takes longer than the employer expects.
- **Continue to apply for other jobs:** Don't stop looking for work while waiting to hear back. Even if you think that the interview went well. Continue applying for other jobs while waiting to hear back about interviews already completed.
- **Always update your referees:** It is important to contact each person and discuss the position with him or her. Send them your CV and the job post you applied for so that they can prepare themselves to speak to the hiring manager.

NB! It Important to continuously keep in touch with your referees and frequently update them about your career developments. Do this so that your referee can remember who you are, they might have many people who uses them as referees.

Workplace Readiness and Placement Programme

Workplace Readiness and Placement Programmes provide an opportunity to develop the skills and behaviours necessary for a person to have a successful career. Work readiness training is modelled after on-the-job training programs, in which participants learn work behaviours and job skills in actual workplace settings. Trainees receive supervised training and gain real work experience while refining their work behaviours and job skills. The Work Readiness and Placement Programme provides participants an opportunity to:

- Increase their physical stamina and tolerance for work.
- Explore alternate occupations.
- Determine the best work environment based on their specific needs.
- Learn job skills and obtain a current job reference.

There are many different ways you can gain experience, such as:

Part-time work / vacation work:

You can look for a job that will fit into your college schedule. This could be an afternoon job, a weekend job, or a job you could do during the holiday. The job could be in line with your career field or it could be any job, because the skills you learn in one work environment can be transferred to another work environment.

Job shadowing:

Job shadowing is a career exploration activity that offers an opportunity to spend time with a professional currently working in a person's career field of interest. Job shadowing offers a chance to see how it is to work a specific job. Not only do job shadowers get to observe the day-to-day activities of someone in the current workforce, they also get a chance to have their questions answered.

Volunteering:

Volunteering can be defined as any activity that involves spending time (unpaid) doing something that aims to benefit the environment or someone (individuals or groups) other than, or in addition to close relatives. In some cases volunteering may lead to a full time job. Even if volunteering does not result in a full time employment offer, you still would have made new contacts and gained some practical work experience to put on your CV.

If you want to increase your chances of being employed after your volunteering experience, then it is essential to choose your volunteering experience carefully. It may prove valuable to sit and think about the type of volunteering experience that will benefit your career the most.

When looking for a volunteering opportunity, you need to start by identifying organisations that offer either volunteering or work opportunities. These organisations have different requirements for volunteering or for working, you need to contact them for further information regarding the available opportunities.

How will volunteering benefit you?

- **Gain confidence:** Volunteering can help you gain confidence by giving you a chance to try something new and to build a real sense of achievement.
- **Make a difference:** You will be able to add value and have positive effect on people, communities, and society in general.
- **Meet people:** Volunteering gives you the opportunity to meet different kinds of people and make new friends.
- **Be part of a community:** Volunteering can help you feel part of something outside your friends and family.
- **Learn new skills:** You are able learn new skills, gain experience and sometimes even qualifications.
- **Take on a challenge:** Through volunteering, you can challenge yourself to try something different, achieve personal goals, practice using your skills, and discover hidden talents.
- **Enjoy yourself:** Volunteering is not only about learning; it is also about enjoying yourself and about having a great time in the process.

Informational interviews

An Informational interview is designed to seek information from one key industry or professional to learn more about their current work and educational experience or to ask advice about how to be successful in your career goals. The job seeker uses the informational interview to gather information about their desired career field as well as to expand their professional network.

Who do I contact to set up an informational interview?

You should identify people who work in the career field that you are interested in. You could begin by compiling a list of networks such as family, friend, neighbours, colleagues, lectures, SSS staff, career advice offices, college alumni, or search the internet for people whose work you would like to learn more about. Using this list, you can narrow down the people you would like to interview.

You can schedule a meeting by sending an email, a letter, calling at their place of work or you can visit the company directly to set up an appointment with the person you would like to interview. The purpose of the meeting is to, introduce yourself, and explain why you chose to contact them. You need to then inform them about your experience and interest in the field and the importance of having a conversation with them.

Informational Interview Template:

You can use this template during the informational interview to structure your questions and to get a sense of the work environment and activities.

Work Activity		Work Categories		
		<ul style="list-style-type: none">• Routine job task.• Project work.• Meetings.• Coaching.• Training.• Traveling.• Reports.		
Work Activity	Work Categorise	Duration	Time	Rating (1=low. 2=high)

Use some of the following questions or make up your own to use during an informational interview.

- What are your main responsibilities/duties?
- What is a typical day (or week) like for you?
- What do you like most about your work?
- What do you like least about your work?
- What are the various jobs available in this field?
- What types of training do companies offer those who enter this field?
- From your work experience, what problems should one lookout for while working in this career?
- What sacrifices have you had to make to succeed in this field, and do you feel the sacrifices were worth it?
- How does your position fit within the organization/career field/industry?
- How does your job affect your general lifestyle?
- What current issues and trends in the field should I know about/be aware of?
- What are some common career paths in this field?
- How do most people get into this field? What are common entry-level jobs?
- What steps would you recommend I take to prepare to enter this field (e.g volunteering, part-time jobs or internships)
- What kind of experience, education, training, or background does one need to be in your job?
- What are the personal attributes, abilities, and skills needed for one to be success in your job/this field?
- What kind of experience, education, training, or background does one need to be in your job?
- What are the personal attributes, abilities, and skills needed for one to be success in your job/this field?
- I've read that the entry-level salary range for this field is usually in the range of _____? Does this fit with what you've seen? (Don't ask about the person's actual salary.)
- What advice would you give someone who is considering this type of job (or field)?
- Can you suggest anyone else I could contact for additional information?

Activity

Use the websites below to check volunteering organisations in your area. Bear in mind that there might be volunteering organisations that already exist within your area, please contact them in order to find out more about the type volunteer programmes they offer.

You can visit the Department of Social Development's (DSD) website for a list of registered NPO/NGO's at www.dsd.gov.za.

- Volunteer SA: <http://volunteersa.com/>
- Charity SA: <http://www.charitysa.co.za/>
- Charity Vault: <http://www.charity-charities.org/>
- Stoogle: stoogle.co.za/volunteer-in-sa-choose-your-charity/
- Greater Good SA: <http://www.myggsa.co.za/>
- SOS Children's Villages South Africa: <http://sosvillages.org.za/>
- Connect123: <http://www.connect-123.com/>
- Cape Intern: <http://www.capeintern.com/>
- All Africa Volunteers: <http://www.allafricavolunteers.com/>
- Global Volunteer work: <http://www.globalvolunteernetwork.org/>

Tip! It's beneficial to volunteer at an organisation that is aligned to your career path. This experience will expose you to the work environment that is related to your career field.

To increase the chances of finding employment, there are officials within the college (Student Support Services) who can assist in facilitating you into a suitable work environment depending on your field of study. Relationships that have been established by the college with companies can be used to place you into the companies for workplace exposure. The experience should be used to get a sense of what is expected of you in the workplace. The experience can also turn into a permanent employment opportunity depending on the requirements of the employer. These placement programmes should be used in conjunction to the other opportunities available for you.

Topic 10

Entrepreneurship

All the businesses around us started as just an idea. Most successful businesses start with an idea and an understanding of a market need that others do not notice. If you want to start or own your own business then you are referred to as an entrepreneur.

Sometimes it is not enough to find employment one should also be encouraged to start a business. This could be done in the comfort of your own institution so that you can develop and sustain your business with the necessary support structure. It is mostly those students who have chosen business studies who get to conceptualise a business and write up a business plan before they graduate. The tools that they learn however are not used to implement their plans and start a business of their own.

Entrepreneurship is not for EVERYONE; however, support is available for those that want to start-up their own businesses. It would be advisable for you to first get a grounding of formal education (complete your N6 qualification first) so that you can get certain skills that train and activate your mind. You will then be able to revitalise communities and strengthen local and national economies in the process.

Online services	In-person services
<ul style="list-style-type: none">• NYDA: http://www.nyda.gov.za/• Entrepreneurship-Development-Programme/ Pages/default.aspx• SEDA: http://www.seda.org.za/MYBUSINESS/SEDASTART/Pages/Introduction.aspx• Bank services: http://www.absa.co.za/Absacoza/About-Absa/Careers/Why-join-us/Leadership-programmes• SME Toolkit: http://southafrica.smetoolkit.org/• Doing Business: http://www.doingbusiness.org/• South Africa.info: http://www.southafrica.info/business/trends/newbusiness/smallbusiness.htm#.VkkIKrcrLcc• Entrepreneur SA: http://www.entrepreneurmag.co.za/• Starting a Business: http://www.cipc.co.za/• The Business Place• Small Business South Africa	<ul style="list-style-type: none">• NYDA centres in your area• SSS office at your TVET college• Small Enterprise Development Agency (SEDA) in your province• Department of Trade and Industry (DTI)

Topic 11: Lifelong Learning

"Our whole life is an Education — we are 'ever-learning,' every moment of time, everywhere, under all circumstances something is being added to the stock of our previous attainments. Mind is always at work when once its operations commence. All men are learners, whatever their occupation, in the palace, in the cottage, in the park, and in the field. These are the laws stamped upon Humanity." – Edward Paxton Hood, *Self-Education: Twelve Chapters for Young Thinkers*, 1852.

Lifelong Learning: is "a continuously supportive process which stimulates and empowers individuals...to acquire all the knowledge, values, skills, and understanding they will require throughout their lifetimes...and to apply them with confidence, creativity, and enjoyment in all roles, circumstances, and environments"– The Commission for a Nation of Lifelong Learners.

Create a timeline of all the things that you have learnt up to this stage in your life.

2009	2010	2011	2012

2013	2014	2015	2016

2017	2018	2019	2020



SMS or “please call me”: **072 204 5056**



Telephone: **086 999 0123**



E-mail: careerhelp@dhet.gov.za



Facebook: www.facebook.com/careerhelp



Twitter: <http://twitter.com/rsacareerhelp>



Website: www.careerhelp.org.za

National Career Advice Portal: <http://ncap.careerhelp.org.za>



Walk-in Center: 123 Francis Baard Street, Pretoria

