

“With this glossary, you'll be able to speak the employer's and recruiter's language.

## **Accomplishments**

These are the achievements you have had in your career. These key points really help sell you to an employer or recruiter. In your cover letter, CV, resume, and job interview, focus on key career accomplishments, especially ones that you can quantify and have references for.

## **Achievements**

The things you have actually done in your career or personal life. They are the same as accomplishments. They are not things you were responsible for or supposed to do as part of a job or project. They are the results of your hard work or efforts and are things that you can talk about first hand in your CV and at interview.

## **Action Verbs**

The building blocks of an effective cover letter and CV. These verbs express your skills, assets, experience, and achievements. Begin each descriptive section with an action verb. Almost every CV book has a list of great action verbs to choose from.

## **Analysis & Decision-making skills**

Solving problems logically - Performing research & applying findings - Displaying numeracy skills - Taking informed decisions - Demonstrating accountability.

## **Application forms**

Mostly used online and as an alternative to CVs and covering letters, involving an initial set of questions to see if you are right for the job.

## **Assessment Centre**

Typically run by larger companies, these are workshop-style environments where you will be asked to perform a series of tasks in groups and individually. Employers are looking for you to demonstrate specific work-related skills.

Used by graduate recruiters as well as, or instead of, interviews. A selected group of applicants will be invited to be involved in assessments such as group exercises, presentations and numeracy tests.

## **Background Check**

Used by employers to verify the accuracy of the information you provide on your CV or job application form.

## **Behavioural interviews**

Behavioural interviews: based on the premise that past performance is the best indicator of future behaviour and uses questions that probe specific past behaviours, such as "tell me about a time where you confronted an unexpected problem" and "tell me about an experience when you failed to achieve a goal."

## **Career Change**

Changing your occupation by devising a career strategy to find new career choices. Most experts now predict that the average person will change careers four to five times over the course of their life. Change

may occur because you are looking for a new direction in your life, you don't enjoy the work as much as you used to, or maybe you can't progress further in your career.

## **Career Fair**

There are many types of job and career fairs. From those scheduled during term-time for university or college students to industry-specific fairs for business professionals. They all have a common theme: a chance for a company to meet and screen a large volume of potential job seekers and simultaneously an opportunity for job seekers to meet and screen a large number of recruiters and employers.

## **Career Planning**

The continuous process of evaluating your current direction, lifestyle, likes/dislikes, passions, skills, personality, current job and career path and making corrections and improvements to better prepare for future steps in your career, as needed, or to make a career change.

## **Career Portfolio**

A single place to store everything about your career history, goals and objectives.

## **Careers service**

The careers service offers support to students studying at that particular institution. This includes help with exploring career ideas, further study and help with finding work, applying for jobs or preparing a CV.

## **Case interviews**

Case interviews: used primarily by management-consulting firms to determine how well suited you are to the consulting field. Case interviews measure problem-solving ability, tolerance for ambiguity, and communication skills along several dimensions. The idea is to find out how well you identify, structure, and think through problems.

## **Commercial Awareness skills**

Gaining business & industry insight - Performing entrepreneurial activity - Understanding company structures, products, services, ethos, challenges

## **Communication skills**

The transfer of opinions, ideas, knowledge and/or skills through various media, such as verbal, visual and written.

## **Compensation Package**

The combination of salary and other benefits an employer provides to an employee. When evaluating competing job offers, always consider the total package and not just the basic salary.

## **Competencies**

Specialist knowledge needed to do a particular job. Can sometimes be called skills.

## **Continuing professional development (CPD)**

A range of short and long training programmes, some of which have an option of accreditation, which foster the development of employment-related knowledge, skills and understanding.

## **Corporate Culture**

A collection of beliefs, expectations, and values shared by an organisation's members. The way we do things around here! It's important for job seekers to understand the culture of an organization before accepting a job to ensure there is a good fit.

## **Cover Letter**

Should always accompany your CV, job application or resume when you contact a potential employer. A good cover letter communicates your personality, and describes specific strengths and skills you offer the employer. It should entice the employer to read your CV.

## **Creativity skills**

Developing ideas, new options and innovative solutions -Challenging the accepted way of doing things with a positive outcome - Blue-sky thinking

## **Curriculum Vitae (CV)**

The full Latin phrase for CV, which means course of life.

## **Customer Focus skills**

Getting to know a team, department, client, or prospect - Empathising with customer needs - Anticipating, influencing and fulfilling customer needs - Putting the customer first

## **Degree**

Qualification awarded after the successful completion of undergraduate study. Degrees can be studied as a single subject (single honours), two subjects (joint honours) or two or three subjects (combined honours).

## **Degree Classifications**

Honours degrees are divided into 4 'classes': 1 or first class, the highest level, 2.1 upper second class, 2.2 lower second class, 3 or third class. A degree without honours is known as a 'pass' degree or an ordinary degree.

## **Diploma of higher education (Dip HE)**

This qualification is the equivalent to completing two years of degree study. Many students use this course as a vehicle to continue onto a first degree, but it is also a qualification in its own right.

## **Electronic CV**

A CV that is sent to the recruiter or employer electronically, either via email, by submitting to Internet job boards, or publishing it on their own web page.

## **Elevator Pitch**

A 30-second advert that job seekers use in a variety of situations (career fairs, networking events, job interviews, cold calling) that succinctly tells the employer or recruiter you are giving it to who you are, what makes you unique, and the benefits you can provide.

## **Email Cover Letter**

A cover letter that is sent to the employer electronically via email. There are different rules that apply to writing these kinds of cover letters, though the fundamental principles remain the same.

## **Employability**

The extent to which you are suited to employment, via skills, qualities and knowledge.

## **Employment Gaps**

Periods of time between jobs when job seekers are unemployed, either by choice or circumstances. Employers do not like seeing unexplained gaps on job application, CVs or resumes.

## **Gap year**

A year out taken directly before or after university, often to travel or work abroad.

## **Graduate**

Someone who has successfully completed a degree.

## **Influence & Communication skills**

Displaying verbal, logical & written skills - Persuading & influencing others - Active listening skills - Presentation skills

## **Initial screening interview**

May be carried out on the telephone, or after receipt of application form. Used to draw up a short list.

## **Internships**

One of the best types of work experiences for students, graduates or entry-level job seekers because a majority of employers consider experience as the most important factor in determining whether you're hired. Internships involve working in your expected career field, either during a term / semester or over the summer. Besides gaining valuable experience, you get exposed to the business environment and gain valuable references and network contacts.

## **In-tray exercise**

Often encountered at assessment centres. Graduates may be given a variety of written material and asked what action they would take with each item. They will be asked to do this within a set time, usually quite restricted. Additional items may be added while the exercise is under way.

## **Job Application**

Sometimes also referred to as an Application for Employment. Many organisations require you to complete an application (either to get an interview or prior to an interview). Even though many of the questions duplicate information from your CV, it is extremely important to complete the application neatly, completely, and accurately.

## **Job Boards**

Also referred to as Job Sites.

## **Job Interviewing**

All about making the best matches. Both the employer and the job seeker want to determine if the fit is right between them. First impressions are key, and preparation is critical to interviewing success.

## **Job Shadowing**

One of the most popular work-based learning activities because it provides job seekers with opportunities to gather information on a wide variety of career possibilities before deciding where they want to focus their attention. Job shadows involve brief visits to a variety of workplaces, during which time a job seeker 'shadows' or observes and ask questions of individual workers.

## **Job-Hunting Online**

Not always the answer to getting or guaranteeing a great job, but still a good door to opportunities and techniques.

## **Leadership & Team-working skills**

Developing & maintaining relationships (networking) -Working as part of a team - Team building - Motivating & leading people

## **Letter of Recommendation**

A letter of support for your achievements, skills, ability, and work ethic, usually written by a former manager or co-worker, but could also be from a careers advisor, teacher or personal reference.

## **Mentor**

A person at a higher level within a company or within your profession who counsels you and helps guide your career. Some organisations have formal mentoring systems, while most informal mentoring relationships develop over time.

## **Networking**

Involves developing a broad list of contacts. For example, people you've met through various social, professional, and business functions.

Making friends/contacts within your chosen sector or company.

## **Numeracy tests**

Often used at assessment centres to test basic mathematical ability.

## **Panel or group interviews**

Panel or group interviews: uses a committee of people, usually around a table, asking questions. The key to this type of interview is to balance eye contact with both the person who asked the question and the remainder of the group.

## **Personality profiling**

Sometimes used by employers to gain an insight into job seeker's working style/attitudes.

## **Placement**

A period of work experience, paid or unpaid which is part of a course. Can be arranged by graduates or by the university.

## **Planning & Organisation skills**

Structuring & prioritising activity or tasks - Breaking activity down into manageable & measurable parts - Successful project delivery

## **Practice interview sessions**

One or two hour sessions where a careers adviser puts students through practice interviews.

## **Professional qualification**

Courses leading to professional qualification, taken after graduation offered directly by professional bodies such as the Chartered Institute of Management Accounting (CIMA), the Chartered Institute of Marketing (CIM) etc. These are mostly part time and undertaken alongside work. Often the employer sets up the arrangement.

## **Psychometric testing**

Tests to measure mental abilities and qualities. Used by some employers at the second interview stage.

Increasingly used by employers, these include personality tests to see if you are the right type of person for the job.

## **Recruiters/Head-hunters/Executive Search Firms**

Professionals who are paid by employers to find candidates for specific positions. They often recruit candidates, but job seekers can also approach them.

## **Referees**

People who can support the claims on your CV. Often tutors and ex-employers.

## **Reference List**

Simply a listing, with key contact information about your references.

## **References**

People who know you either personally or through work-related activity and who will say good things about you and who know specific strengths that you offer.

## **Remuneration**

Term for how much you get paid.

## **Résumé**

The American/French word for a CV. It's a one page snapshot of the job seeker.

## **Screening interviews**

Screening interviews: usually conducted by a member of the human resources department, the screening interview is designed to filter out unqualified candidates. Providing facts about your skills is more important than establishing rapport.

## **Sectors**

Areas of industry. For example the public sector, private sector or specific sectors such as hospitality or banking.

## **Self-management skills**

Demonstrating initiative, resourcefulness, focus, self-reliance, motivation - Taking control of own learning  
- Displaying integrity & professionalism

## **Situational interviews**

Situational interviews: sometimes also referred to as a scenario-based (problem-solving) interview, where the job seeker is placed in a hypothetical situation, such as dealing with an irate customer, and is judged by how well they react to complex information and ability to resolve problem and arrive at solutions.

Situational interviews: have only one purpose: to decide if there is a good enough match to justify a face to face meeting.

## **SMEs**

Small and medium-sized enterprises. A term that covers smaller employers who may not have structured graduate trainee schemes but still employ plenty of graduates.

## **Sponsorship**

Some companies offer a sum of money to students during their studies. In return the student may work for them during their studies or during vacations and should have an interest in working for the company when they graduate.

## **STAR**

An organisational method used by job seekers to help develop stories needed to answer behaviourally-based interview questions. STAR stands for situation, task, action, result. Job-seekers should first describe the situation that you were in or the task that you needed to accomplish. Next, describe the action you took to deal with the situation and accomplish the tasks. Finally, describe the outcome(s) of your actions and anything you learned.

## **Telephone interviews**

Sometimes used as pre-screening device. Successful interviewees are invited for face-to face or second interview.

## **Temping**

Short employment stints with a variety of clients, usually through a temping agency or staffing firm. Temping is great for building CV, learning skills, networking and job flexibility and variety.

## **Thank You Letters**

After every interview, you should send a letter thanking each person who interviewed you. It's just common courtesy, and only a small percentage of job seekers actually perform this crucial ritual, so you'll stand out from the crowd.

## **Traditional interviews**

Traditional interviews: uses broad-based questions such as, "why do you want to work for this company," and "tell me about your strengths and weaknesses." Interviewing success or failure is more often based on the job seeker's ability to communicate and establish rapport than on the authenticity or content of their answers.

## **Transferable Skills**

Skills you have acquired during any activity in your life: jobs, classes, projects, parenting, hobbies, sports, virtually anything that are transferable and applicable to what you want to do in your next job.

## **Underemployed**

A person who is not working full-time at a level that matches his or her education, experience, and other qualifications.

## **Undergraduate**

A student undertaking a first degree. Students are referred to as graduates when they have completed their degree.

## **USP**

Unique Selling Point: refers to the one thing about a product that makes it distinct from all others. In job-hunting, job seekers need to find the one thing that makes them more qualified for the job than anyone else. What can you offer that no other applicant can?

## **Workshadowing**

Observing someone doing their job, to gain an understanding of what they do.”