



# Personal and Social Development (PSD)

Exemplar portfolio:  
Preparation for Work, Level 2 (PW2)

March 2018

Personal and Social Development Qualifications: Level 2  
 Assessment checklists (mandatory)

| <b>Assessment Checklist – PSD Level 2</b>  |  |   |  |                            |
|--|--|---|--|----------------------------|
| <b>Preparation for Work (PW2)</b>  |  |   | <b>Credits: 2</b>  |                            |
| <b>Learning outcome</b>  | <b>You will:</b>   |   | <b>You can:</b>  | <b>Evidence (page no.)</b> |
| 2.1  | Demonstrate an understanding of the skills and qualities needed for working life | 2.1.1   | Identify the skills and qualities desired by employers and explain why these are desirable                       | 1                          |
|  |  | 2.1.2   | Identify your own skills, qualities and achievements   | 2-3                        |
|  |  | 2.1.3   | Identify your employability skills and explain how these contribute to employability                             | 2-3                        |
|  |  | 2.1.4   | Identify skills you could develop to enhance your employability and describe how these skills might be developed | 4                          |
| 2.2  | Research personal career opportunities and progression routes                    | 2.2.1   | Describe employment options that match your skills   | 5                          |
|  |  | 2.2.2   | Identify and research a range of potential employment options which interest you and how you would access them   | 18-37                      |
|  |  | 2.2.3   | Investigate employment progression routes in an area of your choice  | 18-37                      |
|  |  | 2.2.4   | Demonstrate the ability to complete the key information needed for an application or interview                   | 38-49                      |
| <p><b>Assessor Declaration:</b> <i>"I confirm that the details above are correct, that the evidence submitted is the candidate's own work and the candidate meets all of the requirements for certification of this unit."</i></p> <p><b>Candidate Declaration:</b> <i>"I confirm that the evidence in this portfolio is all my own work."</i></p> |  |   |  |                            |
| <b>Candidate name:</b> A. Learner  |  | <b>Candidate signature:</b> A. Learner            |  | <b>Date:</b> 16.06.15      |
| <b>Assessor name:</b> A. Assessor  |  | <b>Assessor signature:</b> A. Assessor            |  | <b>Date:</b> 16.06.15      |
| <b>Internal moderator name:</b> A. Moderator   |  | <b>Internal moderator signature:</b> A. Moderator |  | <b>Date:</b> 19.06.15      |



# Preparation for Work

## Level 2 Controlled Challenge

1. Make a list under each of the headings below showing your skills, qualities and achievements.

| Skills               | Qualities   | Achievements                        |
|----------------------|-------------|-------------------------------------|
| Communication Skills | Friendly    | ASdan                               |
| Team work            | Polite      | Cope                                |
| Management Skills    | hardworking | Widerkey Skills                     |
| Time keeping         | motivated   | PSD                                 |
| organised Skills     | Mature      | GCSE Maths                          |
| Problem Solving ✓    | Punctual ✓  | GCSE English                        |
|                      |             | Experience in nail art and tanning. |
|                      |             | Working with people ✓               |

2. Select two skills, two achievements and two qualities from your list and explain how these make you a desirable employee.

Skill 1: Teamwork: developing company policies geared towards encouraging team growth in the work place ✓

Skill 2: Management: companies struggle to find leaders who can drive them through periods of transformation. ✓

Quality 1: Friendly: make customers and others working in the shop feel comfortable ✓

Quality 2: Motivated: always helps when you are in a job because you should be able to enjoy working yourself. ✓



Achievement 1:

GCSE Maths: Shows that you are at a certain level of achievement ✓

Achievement 2: Work experience:

~~GCSE English~~ Shows that I can be reliable. ✓

3. The employment options that match my skills are:

Education and training: Teacher, T.A ✓

Performing arts, Broadcasting, Media ✓

Marketing

Selling and advertising ✓

The option I am most interested in is:

Sewing - Beauty consultant ✓

The access routes to this option are:

College beauty therapy course and working in Spas ✓

Progression routes from this option are:

Become a make up artist or manager in a shop or do make up on a film set. ✓

Candidate name:

Date: 16/06/15

Assessor signature:



Date: 16/06/15



Skills wanted by an employer

Verbal communication – being able to express your ideas clearly and confidently in speech

Teamwork – to show you can work confidently within a group ✓

Commercial awareness – understanding the commercial realities affecting the organisation. This shows progression ✓

Analysing and investigating – knowing you can gather information systematically to establish facts and principles when problem solving. ✓

Initiative/self-motivation – being able to act on initiative identify opportunity's and proactive in putting forward ideas and solutions. This makes there job easier because they don't have to follow you around telling you what to do. ✓

Drive – showing you are determination to get things done. Make things happen and constantly looking for better ways of doing things. This will make you a asset to the business. ✓

Written communication – being able to express yourself clearly in writing. Most jobs need some level of written work ✓

Planning and organising – being able to plan work and carry them through effectively. Not leaving a mess everywhere you go for other people to have to deal with. ✓

Flexibility – adapting successfully to changing situations and environments ✓

Time management – manage time effectively, prioritising task and able to work to deadlines, being on time. ✓

These skills are needed in most jobs by employers and are transferable so things everyone needs to work towards having and improving. ✓

✓ Important skills, well done

Qualities wanted by an employer

Intelligence, leadership ability, integrity, likability, competence, courage, inner strength ✓

Honesty, being friendly and showing you are kind hearted: ✓

This is because for someone to employ you, they're going to be looking for your better features like showing you can be kind and friendly to customers and not be shy in what you are going to be doing, they will also look for you likability to show that customers and co-workers will enjoy being in your company. ✓



# My own skills, qualities and achievements.

1.2  
1.3.

## My skills:

Communication skills: I am good at talking with people and explaining things. I am also a good listener. These skills are important because in the work place you need to request information, discuss problems, give instructions, work in teams, and interact with colleagues and clients. ✓

Team work: I work well with others and always carry out my responsibilities so I don't let other people down. Teamwork in the workplace offers the company and staff the ability to become more familiar with each other and learn how to work together. Teamwork is important and vital to the success of a company or business and to the development of each employee. ✓

Management skills: I can manage my own work and am good at giving other people instructions and leading activities. If you want to progress in the workplace then good leadership is very important. And, companies struggle to find leaders who can drive them through periods of transformation. ✓

Time keeping: I am always on time and use my work time well to get things done on time. This is important in the work place because everyone gets the same amount of time each day, and it's limited, therefore it's important to make the most of your time if you ever want to be more than average at the workplace. ✓

Organised skills: I am neat and organised, I like to have a plan for what I am doing and get everything ready that I will need. Organisational skills is one of the most important transferable job skills a worker can have. Companies need workers who can stay organised and focus on the projects. At management level you must also organise the work of your employees. Organisational skills in the workplace can include general organising, planning, and time management, scheduling, coordinating resources and meeting deadlines. ✓

Problem solving: I am good at working out what needs to be done and trying different ways to improve things. Any job will also bring problems to be faced. It is important to show to a boss that you have the right skills to resolve these problems, and the personal resilience to handle the challenges and pressure they may bring. ✓



### **My Qualities:**

My qualities are being friendly, polite, hardworking, motivated, mature and punctual. I think these are important when looking for a job because it is important to show that you are able to make customers and others working with you feel comfortable while being around you and want to come back to the shop or job place you work. Being motivated and hardworking always helps when you are in a job because as well as making others feel comfortable you should also enjoy being there yourself to have a good time in your job. ✓

### **My Achievements:**

Asdan

Cope

Wider Key Skills

PSD

GCSE Maths

GCSE English

Experience in nail art and tanning

Working with people and organising activities through doing Keyfunds

Work experience at Matfen

✓  
Well done



| Skills to develop    | How to develop the skill  |
|----------------------|---|
| Team work            | Try to get used to different groups of people of all ages and backgrounds because there are lots of different people in the workplace who I will need to get along with. Make sure I look for opportunities to get involved with more group activities where I can meet new people. |
| Punctuality          | Practice being more punctual and try to be 5 minutes early for things. Get all my clothes and things organised the night before and set my alarm earlier to give me plenty of time to get ready.  |
| Confidence           | Try new activities to build up my confidence and put myself in new situations.  |
| Hair dressing skills | I want to be a hairdresser but don't have any experience. I am going to college next year but for now I could improve my skills by offering to do my friend's hair by styling it or pinning it up.  |
| Using the telephone  | I am quite shy speak on the phone so I could practice doing this more because there will be times when I may need to answer the telephone at work for appointment bookings. I could practice what I am going to say before answering.   |

✓ A good selection of skills to develop.

2.1.



Tuesday, June 09, 2015

# Skills Health Check – Your full report

Welcome to your Skills Health Check Report. Your report gives you feedback on the different questionnaires, together with some other useful information (including a section with job family suggestions).

Your completed assessments are:

- Skill Areas**
- Interests**
- Personal Style**
- Motivation**

After reading your report you may want some further support or careers and skills advice.

Please telephone **0800 100 900** to speak to a careers adviser. Lines are open 8am to 10pm, seven days a week.

completed this  
online skills test over a  
couple of sessions. She has  
liked the results she agreed  
with. She is determined to  
do Beauty Therapy which  
is match in "interests". She is  
also considering administrative  
work. *[Signature]*

5



## Your results – Skill Areas

The Skill Areas questionnaire measures nine 'Skill Areas' or types of activities you feel that you are able to do. Each area has specific relevance to the workplace.

Your results are listed from the Skill Areas you feel you are **most able** to do, through to the Skill Areas you feel you do **less well**. This means you may find a Skill Area towards the end of the list that you feel you are fairly able to do, because there are many other areas you feel you are **more** able to do.

There are some suggestions for those skills areas that you feel **most** able to do to help you when applying for jobs.

To help you develop the skills that you feel are less strong, there are some activity suggestions if you want to improve them.

Sometimes no extra information will appear. This means that your view of your abilities seems to be evenly balanced.

|   |   |   |
|---|---|---|
| 1 | <b>Learning and Technology</b><br>Easily learns new information and quickly learns how to use new technologies.                       | ✓ |
| 2 | <b>Creating and Innovating</b><br>Produces new ideas and different ways for approaching issues.                                       | ✓ |
| 3 | <b>Persuading and Communicating</b><br>Persuades others and deals well with conflict. Communicates clearly when speaking and writing. | ✓ |
| 4 | <b>Leading and Taking Responsibility</b><br>Takes responsibility for own actions and for leading others.                              |   |
| 5 | <b>Working with Others</b><br>Works well with people by listening, understanding and supporting others.                               |   |
| 6 | <b>Showing Energy and Drive</b><br>Shows energy and enthusiasm for meeting difficult goals and taking on new tasks.                   |   |
| 7 | <b>Analysing and Problem Solving</b><br>Spots problems and gathers information, making judgements based on facts.                     |   |
| 8 | <b>Planning and Focusing on Quality</b><br>Plans own tasks and uses time effectively to produce high quality work.                    |   |
| 9 | <b>Handling Change and Pressure</b><br>Adapts to changes, remains calm and reacts positively to challenges.                           |   |



Your strengths

Admin?

**Learning and Technology**

Learning and Technology is a skill area that you feel you are most able to do. This is about being able to learn new information easily and learn how to use new technologies quickly.

Think of situations where you had to quickly learn something new. Some examples could include when you quickly learned how to do a new task; when you learned a new skill; when you learned to use a computer or new computer programme.

For these situations, think about:

- Why did you decide to learn something new? How did you feel about this?
- How did you go about learning something new? For example, did you watch someone else; ask someone else to show you; read about it; try it out for yourself?
- Did you do anything to help you remember new information? For example, taking notes, repeating information to yourself, coming up with rhymes to help you remember key information; practicing a task over and over?
- How quickly did you find you learned something new? What did you most enjoy about learning something new?

Your areas for development

**Handling Change and Pressure**

Handling Change and Pressure is a skill area that you feel you can do less well. This is about being able to adapt to changes, remain calm under pressure and react positively to challenges.

If you would like to improve this skill, the following development suggestions might be useful.

**Development Suggestions**

Try to become aware of what causes you stress - think of recent situations where you felt stressed, what went through your mind and what you did. Think about what proved more and less helpful. Think about what you can do next time to make the situation easier to handle.



Consider the benefits of a changing situation. Recognise that new experiences bring insights and benefits. Treat new challenges exciting opportunities.

### Your results – Interest

Doing what you are interested in can be very important for job satisfaction.

The Interest questionnaire measures eleven Interest Areas to help you find out which types of work activity appeal to you most.

The profile below shows how appealing you find each of the eleven Interest Areas. You will also see 'related job families' which you can explore to find jobs that appeal to you.

Remember that interests can and do change with time.

| Strength of Interest             | Interest Area              | Interest Area Definition  | Related Job Families   |
|----------------------------------|----------------------------|---|--|
| <b>A little interested in:</b>   | <b>Caring</b>              | Using social skills to teach, support, care for and help others.                            | Alternative Therapies ✓<br>Education and Training<br>Medicine and Nursing<br>Social Services |
|                                  | <b>Creative</b>            | Applying artistic skills, developing new ideas and producing imaginative and original work. | Arts, Crafts and Design<br>Performing Arts,<br>Broadcast and Media                           |
|                                  | <b>Influencing</b>         | Working with people and helping influence their views and choices.                          | Marketing, Selling and Advertising ✓<br>Retail Sales and Customer Service ✓                  |
| <b>Not at all interested in:</b> | <b>Numerically focused</b> | Working with figures, numbers and data.   | Financial Services<br>Information Technology and Information Management                      |
|                                  | <b>Leisure</b>             | Providing a service to people in restaurants, bars, hotels, when they are learning new      | Catering Services<br>Sport, Leisure and Tourism  |

|  |                                    |   |   |
|--|------------------------------------|---|---|
|  |                                    | sports or when on holiday.  |   |
|  | <b>Engineering</b>                 | Working in a precise and systematic way to design, build, maintain or repair structures or equipment. | Construction<br>Maintenance,<br>Service and Repair<br>Manufacturing and<br>Engineering                    |
|  | <b>Authority</b>                   | Working in difficult situations or tough environments, giving clear orders and following commands.    | Security and<br>Uniformed Services  |
|  | <b>Reading and writing focused</b> | Researching information and editing or creating written outputs.                                      | Performing Arts,<br>Broadcast and<br>Media<br>Publishing and<br>Journalism                                |
|  | <b>Storage and Transport</b>       | Organising, managing and assisting the efficient movement of goods and people.                        | Storage,<br>Dispatching and<br>Delivery<br>Transport  |
|  | <b>Organising</b>                  | Planning activities, maintaining records, checking detail and following or creating procedures.       | Administrative and<br>Clerical<br>Legal Services<br>Management and<br>Planning                            |
|  | <b>Scientific</b>                  | Conducting research using scientific methods to learn about the physical or natural world.            | Animals, Plants and<br>Land<br>Environmental<br>Sciences<br>Medical Technology<br>Science and<br>Research |

Think about how you could combine your interests to find work areas that you would be interested in.

To find out more about the job families that appear above, please click [here](#).



## Your results - Personal style and your approach to looking for a job

Your personal style may affect the way that you look for work and how you explore your job options.

Some aspects of looking for a job may be well matched to your personal style.

Other aspects of looking for a job may not be such a good match, and you may tend to avoid or put them off.

### What comes most naturally to you when looking for a job

You are more likely to do the things that come most naturally. Make the most of this and focus on using these qualities when you are looking for a job.

- You are likely to enjoy spending time with other people. This may help you to come across as friendly and sociable in assessment situations. ✓
- You are likely to enjoy keeping busy. This is likely to help you be energetic and maintain motivation when looking for work. ✓
- You may feel calm under pressure in some situations. This could help you to appear confident in interviews or selection events. ✓

### What comes less naturally to you when looking for a job

Some of these things may not come so naturally to you. However, you can work around these and make sure that they do not hold you back when you are looking for a job. Some ideas for how to do this are shown below.

- You are less likely to enjoy looking at facts and figures. You may need to challenge yourself to look at data, as such information can be helpful when researching jobs.

**TIP:** List the three job options you are most interested in. For each of these gather as much fact-based information as you can - for example, from employer websites.

- You tend to enjoy being around other people and may miss the company of others when looking for work.



**TIP:** Consider what you can do to find other people also looking for work, for example by going along to events at your local job centre. Alternatively find other sociable activities to be involved in, such as volunteering for a local community project.

- You are likely to be less open to new ways of doing things. This means you may need to make an effort to try different approaches when looking for work.

**TIP:** Try to widen the approaches you are using in your job search. Consider using both formal sources, such as newspapers, industry magazines and job websites, as well as more informal sources, such as friends, business contacts and social networking sites.

- You have a tendency not to try to understand other people's behaviour. This means you may need to be more aware of how you can relate well to others in interviews.

**TIP:** When meeting prospective employers, try to understand their personal style and behaviour, in order to know what they are looking for from you.

### Your results - Motivations

This section looks at seven areas of 'Motivation'. These describe the kinds of work environment that are most important to you. The more you are motivated by your work environment the more job satisfaction you are likely to have.

Your motivations are listed in the chart below. Number one in the chart is the most important to you, then number two and so on. A satisfying environment for you might require a combination of characteristics rather than just one.

Remember that motivations do sometimes change with time.

|   | Less Motivating |  |  |  |  |  |  | Very Motivating |  |  |  |  |  |  |   |
|---|-----------------|--|--|--|--|--|--|-----------------|--|--|--|--|--|--|---|
| 1 |                 |  |  |  |  |  |  |                 |  |  |  |  |  |  | <b>Commercial Environment</b><br>This is a commercial and profit orientated environment that provides material rewards based on results. It is typically found in |



|   |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |   |
|---|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|---|
|   |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  | commercial businesses rather than public sector or charity work.  |
| 2 |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  | <p><b>People Focused Environment</b><br/>This is a social and caring environment, where people get on well together. They co-operate and are prepared to help each other. It is found in caring professions, charities and public services. It can also be present in some companies, for example in customer service departments.</p>              |
| 3 |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  | <p><b>Ordered Environment</b><br/>This type of environment is structured, predictable and with very clear requirements. It can be found in areas like finance and administration, where the emphasis is on order and high standards.</p>  |
| 4 |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  | <p><b>Dynamic Environment</b><br/>This type of environment is competitive and dynamic, with an element of risk taking. People are valued for their ability to press for results and to achieve. It can often be found in sales roles.</p>   |
| 5 |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  | <p><b>Creative Environment</b><br/>This type of environment embraces creativity and an individual approach. It is associated with innovation and independence of thought. People who value this type of environment are likely to enjoy roles which are free of much of the conventions to do with work, e.g. how you look, how you behave etc.</p> |
| 6 |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  | <p><b>Productive Environment</b><br/>This environment values "doers": people who work hard and who enjoy having something to show for their efforts. These values tend to</p>   |



|   |  |  |  |  |  |  |  |  |  |  |   |
|---|--|--|--|--|--|--|--|--|--|--|---|
|   |  |  |  |  |  |  |  |  |  |  | be reflected in work that is practical.   |
| 7 |  |  |  |  |  |  |  |  |  |  | <b>Specialist Environment</b><br>This environment is focused on specialist expertise. It suggests a role in a technical environment where people gain respect and reward on the basis of their expertise. |
|   |  |  |  |  |  |  |  |  |  |  |   |
|   |  |  |  |  |  |  |  |  |  |  |   |

## Job Suggestions

Based on how you answered the skills areas questionnaire, we can suggest some job families that may be a good match for you. As your responses to the Interests questionnaire did not reveal any specific interests at the moment, this section will just focus on your skills areas.

This section is broken down into three areas. Each section presents a **job family** that may be a good match for you.

### Job family suggestions

#### Education and Training

Based on how you answered the skills areas questionnaire, this job family may be a good match for you. Education and Training jobs typically involve planning tasks effectively, gathering information and spotting problems, and showing energy and drive.

One activity that is sometimes part of this kind of job is reasoning and using verbal information. You may be interested in trying the working with written information activity which is available in the tasks area.

#### Performing Arts, Broadcast and Media

Based on how you answered the skills areas questionnaire, this job family may be a good match for you. Performing Arts, Broadcast and Media jobs typically involve planning tasks effectively, working well with others, and learning new information and using technology.

One activity that is sometimes part of this kind of job is reasoning and using verbal information. You may be interested in trying the working with written information activity which is available in the tasks area.



### **Marketing, Selling and Advertising**

Based on how you answered the skills areas questionnaire, this job family may be a good match for you. Marketing, Selling and Advertising jobs typically involve planning tasks effectively, working well with others, and gathering information and spotting problems.



One activity that is often part of this kind of job is reasoning and using verbal information. You may be interested in trying the working with written information activity which is available in the tasks area.

### **Your next steps**

The job families listed above are just a starting point.

To explore the jobs that you would find within the job families go to the National Careers Service website which is a good place to start for more information and for the full job catalogue.

<https://nationalcareersservice.direct.gov.uk/advice/planning/jobfamily/>

You can also find out more from:

- Reference materials in libraries or your careers service
- Looking at other information on the internet
- Talking to someone who works in the area that interests you
- Professional bodies and associations
- Job shadowing to see how the job is done in a real workplace.

After seeing which jobs interest you the most, think about any specific issues which could make a job more or less suitable for you (e.g. any health issues you may have, the hours you would be required to work, the location of work).

Next, look at possible employers, possibilities for further training and job opportunities in your area.

We hope you are finding the Skills Health Check Tools useful!

### **What next?**

The feedback in this report covers all the assessments you have finished so far. These are shown in the table below.

|   |   |
|---|---|
| <b>Skill areas</b>                      | ✓ |
| <b>Interests</b>                        | ✓ |
| <b>Personal style</b>                   | ✓ |
| <b>Motivation</b>                       | ✓ |
| <b>Working with numbers</b>             |   |
| <b>Working with written information</b> |   |
| <b>Checking information activity</b>    |   |
| <b>Solving mechanical problems</b>      |   |
| <b>Working with shapes</b>              |   |
| <b>Solving abstract problems</b>        |   |

You might be interested in completing some more question sets. If you do this, you can then get a fresh report with information about that question set.

If you have registered for a Lifelong Learning Account, you can save this report. Whenever you log in to your Lifelong Learning Account you can find your report, and if you complete more question sets they will be added to this report.

### **Next steps after your Skills Health Check**

Now you've completed your Skills Health Check we hope you have clearer idea of what your strengths are. This can help you to choose jobs in which you can make the most of these strengths.

You might also have identified skills you need to work on. This is especially relevant if the jobs you want to get into need these skills.

Visit our website for more information and advice on which skills and qualifications you need to get into over 750 different jobs. There's also advice on changing career, job hunting, choosing a course and getting funding for your learning. Simply click on the link or type the following web address into your browser.

<https://nationalcareersservice.direct.gov.uk/pages/SHCinfo.aspx>

### **More advice from the National Careers Service**



Find out more about how the National Careers Service can help you with your decisions about careers, learning and work. Simply click on the link or type the following web address into your browser.

<https://nationalcareersservice.direct.gov.uk/aboutus>

2.2  
2.3.

## Potential Employment Options I am interested in

### **Beauty Therapist**

I can access this through going to college and doing Level 2 and 3 Diploma in Beauty Therapy. To get onto level 3 I will need 5 GCSEs (C), if I don't get them I can start at level 2. I could try to get some work experience in a salon at weekends.



Progression: I could become a manager, have my own salon or set up a mobile business giving people massage, waxing, make up, etc. I could specialize in holistic therapy.



### **Nail technician**

I don't need any qualifications to do this but I could do a course in nail technology/Nail Art. The Beauty Therapy course above would cover some of the basics too.

Progression: Working in a salon or nail bar or at a spa. I could start my own business if I built up a good reputation.

### **Beauty Consultant**

I don't need any specific qualifications, you get on the job training or an work induction. I could get a certificate in Beauty Consultancy but this will be done through work. To get this sort of job I would need to be smart and tidy and have good personal hygiene also be approachable and friendly.

Progression: get into management or sales jobs.



✓ Well done  
You have found out  
what useful information  
about these jobs roles.



## Job profiles

# Nail technician

If you are interested in beauty and fashion, this job could be perfect for you. To become a nail technician, you will need to have creativity and patience. You will also need an organised approach.

Customer service and 'people' skills will be important, to enable you to talk to customers and find out what type of nail treatment they want.

You'll also need to keep up to date with the latest fashion trends.



Hours 37 per week

Starting salary £12,000 + per year

Staple

## The work

As a nail technician, your work would normally i

- doing basic treatments, such as manicures and pedicures
- cleaning and filing nails
- applying false nails or extensions
- decorating nails with coloured varnish, transfers, gems or glitter
- painting designs onto nails with an airbrush (by hand or using a stencil)
- repairing, looking after and removing false nails and extensions
- checking for any signs of skin or nail problems before treatment.

You would also give clients advice about looking after their nails, and recommend nail care products.

Health and safety is an extremely important part of the work. You would need to make sure that you use and store chemicals and varnishes correctly. You would also need to use tools carefully and follow strict hygiene procedures. This is to prevent damage or infection to your clients' natural nails.

## Hours

You would normally work around 37 hours a week, often including weekends and evenings. You could work alone, or in a salon with other technicians, beauticians, hairdressers or therapists.

Another option is to be self-employed. You could work from home or visit clients in their own homes.

## Income

Nail technicians can earn from £12,000 to around £16,000 a year.

Experienced nail technicians can earn up to £25,000 a year.

Figures are intended as a guideline only.

## Entry requirements

You do not need any particular qualifications to work as a nail technician, although a qualification in nail services or beauty techniques may give you an advantage when looking for work.

You can take a course at a local college or with a private training provider to gain some of the skills and knowledge needed to work in this industry. Courses include:

- Level 1 Award in Nail Treatments
- Level 2 Certificate in Nail Treatments
- Level 2 Certificate in Nail Technology/Nail Art
- Level 2 Diploma in Nail Technology Services.

Courses cover several areas of work, such as:

- manicure and pedicure techniques
- nail products, treatments and nail art
- salon duties
- health and safety.

Many colleges offer nail options as part of broader beauty therapy courses and qualifications. Check with them for more details.

You should contact your local authority's environmental health department if you want to set up your own nail bar business. They issue guidelines on safe working practices, for example, on chemical treatments and infection control. They will also advise you on possible licensing requirements (this will depend on whether you are going to offer other beauty treatments, like tanning or waxing).

You may be able to start in this job through an Apprenticeship scheme. You will need to check which schemes are available in your area. To find out more, visit the Apprenticeships website.

- Apprenticeships [↗](#)

## Training and development

You can keep up to date with new products and techniques by doing short courses run by manufacturers of nail products. The suppliers that you work with or your employer may be able to give you information about these courses.

You can also work towards more advanced qualifications through a college or private training centre, such as:

- Level 3 Certificate in Nail Technologies
- Level 3 Certificate in Air Brush Designs for Nails
- Level 3 (NVQ) Diploma in Nail Services
- Level 3 Diploma in Professional Development for Beauty, Nails and Spa Therapy.

Check the awarding bodies in the More information section for more details about qualifications and short courses for nail technicians.

You can also find out about new developments and courses by reading trade magazines and newsletters, and by going to trade shows and exhibitions.

If you are self-employed, you could take additional qualifications so that you can offer services such as massage, ear piercing or beauty therapy.

You can find more information about working in the beauty industry on the Hairdressing and Beauty Industry Authority (Habia) website. You can also find details about professional development opportunities and the Register of Nail Professionals, which has been set up through the Habia Skills Academy.

- Habia [↗](#)
- Habia Skills Academy [↗](#)

## Skills, interests and qualities

To become a nail technician, you will need to have:

- creativity
- patience
- an organised approach
- awareness of the need to keep to health and safety procedures




- up-to-date knowledge of fashion trends
- customer service and 'people' skills.

## More information

International Therapy Examination Council  (ITEC)  
 4 Heathfield Terrace  
 Chiswick  
 London  
 W4 4JE  
 Tel: 020 8994 4141  
[www.itecworld.co.uk](http://www.itecworld.co.uk)

Vocational Training Charitable Trust  (VTCT)  
 3rd Floor  
 Eastleigh House  
 Upper Market Street  
 Eastleigh  
 Hampshire  
 SO50 9FD  
 Tel: 023 8068 4500  
[www.vtct.org.uk](http://www.vtct.org.uk)

Hairdressing and Beauty Industry Authority  (HABIA)  
[www.habia.org](http://www.habia.org)

CIBTAC   
[www.cibtac.com](http://www.cibtac.com)

City & Guilds   
 1 Giltspur Street  
 London  
 EC1A 9DD  
 Tel: 0844 543 0000  
[www.cityandguilds.com](http://www.cityandguilds.com)

## Opportunities




You could find work at specialist nail salons and nail bars, at beauty and hairdressing salons, at spas and health clubs, and on cruise ships.

With experience, you may be able to progress to salon management or start your own business. You could open your own salon, rent space in a salon, or run a mobile business visiting different salons or visiting clients in their homes.

There may sometimes be opportunities to work with photographers, fashion designers or TV companies, preparing nails for photo shoots or fashion shows.

With further training you could move into teaching in colleges, doing training for nail product manufacturers, or assessing students on nail courses.

You may find the following useful for vacancies and further reading.

- The Association of Nail Technicians (ANT) 
- Beauty Resource 
- Universal Jobmatch 

## Job market information

This section gives you an overview of the job area that this profile belongs to. You can use it to work out your next career move. It can help if you're looking for a job now or want to do some further training.

The 'Market statistics' charts are based on figures from the UK Commission for Employment and Skills (UKCES) and the Office for National Statistics (ONS).

<https://nationalcareersservice.direct.gov.uk/advice/planning/jobprofiles/Pages/nailtechnician.aspx>

The list of job vacancies under 'Apply for jobs' is from the Universal Jobmatch database. The vacancies are not from the National Careers Service.

Market statistics **Apply for jobs** Find courses

**Median income: Leisure & travel**

|        |        |
|--------|--------|
| Sector | £18591 |
| UK     | £27017 |

This chart shows the median, or middle, annual income figure for full-time workers in this sector compared to the national median figure for all sectors.

**Gender: Leisure & travel**

|        |     |
|--------|-----|
| Male   | 34% |
| Female | 66% |

This chart shows the proportion of men and women working in this sector.

**Working pattern: Leisure & travel**

|               |     |
|---------------|-----|
| Self-employed | 20% |
| Full-time     | 42% |
| Part-time     | 38% |

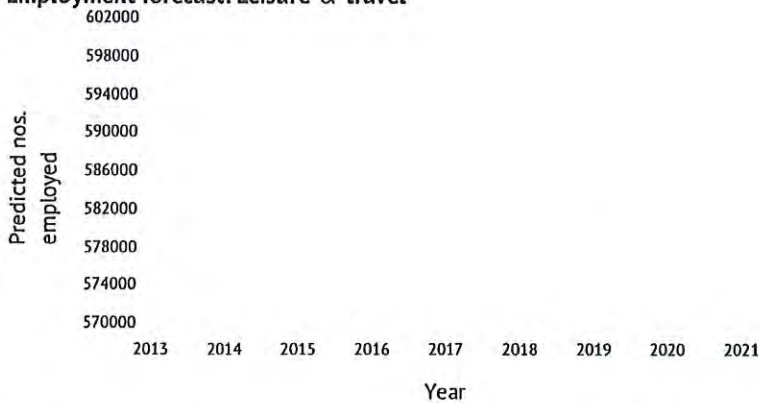
This chart gives a breakdown of how people are employed in this sector.

**Gaps in sector due to skills shortages: Leisure & travel**

|               |     |
|---------------|-----|
| All vacancies | 23% |
| This sector   | 32% |

This chart shows the proportion of vacancies in this sector that employers said are due to skills shortages. This compares with the overall figure across all sectors.

**Employment forecast: Leisure & travel**



This graph shows the predicted numbers of people that will be working in this sector between now and 2020.

22





## Job profiles

# Beauty therapist

As a beauty therapist you will carry out face and body treatments for clients to help them look and feel better.

To work in this role you need to be open and friendly. You need to be able to make clients feel relaxed and also be a good listener. If you love the idea of making people feel good and look their best, a job as a beauty therapist could be perfect for you.

To get started as a beauty therapist you will usually need a qualification in a related subject such as beauty or beauty therapy. You may also be able to get into this job through an apprenticeship.



Hours

30-40 per week

Starting salary

£12,000 + per year

## Work activities

As a beauty therapist, you could provide a range of face and body treatments. On a daily basis you might:

- give a facial by cleansing, massaging and toning a client's skin
- give a makeover by applying and advising on make-up
- shape eyebrows colour eyelashes
- give a manicure, pedicure or other nail treatments like extensions and nail art
- remove unwanted facial and body hair
- give electro-therapy treatments to improve body tone and shape
- give non-surgical skin improvement treatments
- offer UV (ultraviolet) and spray tanning.



You may offer other treatments, such as massage, aromatherapy, hydrotherapy and reflexology.

As well as carrying out treatments, you also might:

- answer the telephone and greet clients
- book appointments
- check and order supplies
- keep notes of clients' medical histories and treatment programmes.

You may occasionally need to refer clients to their doctor, for example, if they have a severe skin problem.

## Working hours and conditions

As a beauty therapist, your working hours would typically be 9am to 5pm, including Saturdays. Some salons offer evening appointments.

You could work in a high street salon or beauty clinic, health spa, hotel, or on a cruise ship. You could also be self-employed, either working from home or visiting clients in their own homes.

Fitness is important to this role as you may spend a lot of your time standing. You may need to have colour normal vision.

## Income

Beauty therapists typically earn between £12,000 and £17,000 a year. Salon managers can earn over £20,000 a year.

Beauty therapists also receive tips, and are usually paid extra for products they sell in the salon.

Figures are intended as a guideline only.

## Entry requirements

To become a fully qualified beauty therapist you will usually complete a **beauty therapy qualification at level 2 or 3**. It may be possible to start working in a salon or spa as an assistant and study for qualifications on the job. See the Training and development section.

You could also do a full-time or part-time college course while looking for work, to help you gain some of the knowledge and skills needed in this job.

There are many accredited courses. These include awards for treatments and also those working in beauty customer service, such as:

- Level 2 Diploma in Beauty Therapy Services
- Level 2 Diploma in Beauty Techniques
- Level 2 Diploma in Hair and Beauty Services
- Level 2 Certificate in Beauty Salon Reception.

You can choose what you want to study, choices include:


- skin treatments
- waxing
- make-up
- manicure and pedicure.

You can also train with a private beauty school where training may be done over a shorter period of time. Private courses tend to be more expensive and it is important to check carefully that you will receive recognised qualifications. Entry requirements for courses can vary, so you should ask individual providers for details.


CIBTAC and CIDESCO offer beauty therapy qualifications, which are recognised around the world. See the CIBTAC and CIDESCO websites for details of courses.

- CIBTAC 
- CIDESCO 

Visit the Hairdressing and Beauty Industry Authority (HABIA) website for general information on careers and qualifications in beauty therapy. HABIA does not provide courses and cannot supply lists of course providers. To find course providers, check the awarding bodies' websites in the More information section.

- Hairdressing and Beauty Industry Authority (HABIA) 

You may be able to become a beauty therapist through an apprenticeship. The range of apprenticeships available in your area will depend on the local jobs market and the types of skills employers need from their workers. To find out more about apprenticeships visit GOV.UK (Apprenticeships).

- GOV.UK (Apprenticeships) 

## Training and development

Once working, you can learn on the job by taking qualifications such as:

- Level 2/3 (NVQ) Diploma in Beauty Therapy (options include General, Make-up, Nail Services, Spa Therapy)
- Level 3 Diploma in Advanced Beauty Therapy
- Level 3 Diploma in Beauty Therapy Treatments
- Level 4 Diploma in Management Practice and Advanced Techniques in the Hair and Beauty Sector.

You may also want to add to your skills by completing **short courses in specialist areas**, for example:



## Job profiles

# Beauty consultant

In this job you would help customers choose the right beauty products. You would also help customers make the most of their appearance.

If your interests are fashion and make-up then this job may be perfect for you.

To do this job you should have an outgoing personality and friendly manner. You should have clear spoken communication skills. You also need excellent customer service skills.

You do not need any specific qualifications to become a beauty consultant. Your personal qualities are often what's most important. You should have a smart appearance and a high standard of personal hygiene. Experience in retail, sales or customer service would be an advantage.



Hours 37-40 per week

Starting salary £12,000 + per year

## Work activities

Most beauty consultants work in department stores. Some work from home as self-employed beauty consultants on a self-employed basis.

Self-employed beauty consultants work independently. Department store beauty halls have several counters.

Your day-to-day tasks would typically include:

- spending time with customers, giving them individual advice to help them choose products
- understanding and recommending products which will suit the customer's lifestyle, skin type, face shape, hair colouring and age
- giving a high priority to sales - companies usually set a sales target linked with financial rewards added to the basic salary
- keeping up to date with new ranges of products, fragrances, colour ranges and product promotions
- giving customers a facial or a 'make over' - this is often a central part of the work for self-employed beauty consultants working from home
- monitoring stock levels and sales, and re-ordering when necessary, usually using a computer
- keeping customer records to create a more personalised service
- wrapping purchases and taking cash, cheques or credit cards as payment.

You could also work for a company on a self-employed basis, demonstrating products in customers' own homes and selling directly to them.

## Working hours and conditions

Full-time retail beauty consultants work between 37 and 40 hours a week and do some weekend and evening work. There are opportunities for part-time work and flexible hours. Self-employed beauty consultants often work during the evenings.

Store-based beauty consultants work in large stores, which are busy, clean and well lit. They are based at a counter area and spend most of their time standing up to serve and advise customers. There is some lifting and bending and they may have to carry stock from the stockroom.

In this job you would wear a company uniform, such as a suit or a white coat. You would also use and wear the cosmetics you are selling and promoting.

## Income

Salaries can be from around £12,000 to £13,000 a year. Experienced consultants can earn £19,000 or more. Consultants are expected to meet sales targets; in addition to their salary, they may be paid commission on the products they sell.

Figures are intended as a guideline only.

## Entry requirements

You do not need any specific qualifications to become a beauty consultant. Your personal qualities are often more important than exam passes. You should have a smart appearance and a high standard of personal hygiene.

You could have an advantage if you have experience in retail, sales or customer service.

## Training and development

When you start work, you will usually receive on-the-job training. During your first few weeks you may also attend a one or two-week induction course at a company training centre. This could be residential.

Your company will usually provide regular short courses on new products and techniques.

Qualifications that you may find useful for developing your career include:

- City & Guilds Level 2 Certificate in Beauty Consultancy Services
- City & Guilds Level 2 Diploma in Beauty Consultancy
- VTCT Level 2 Certificate in Cosmetic Make-up and Beauty Consultancy

If you are aiming to move into a management role, your company may offer an internal progression route or day release to study for relevant management qualifications.


## Skills, interests and qualities

To be a beauty consultant you should have:

- an outgoing personality and friendly manner
- clear spoken communication skills
- sales skills
- customer service skills
- the ability to use cosmetics to good effect as part of your own beauty routine
- the ability to work in a small team and get on well with colleagues
- maths skills for cash handling and recording stock

## More information

Vocational Training Charitable Trust (VTCT)   
 3rd Floor  
 Eastleigh House  
 Upper Market Street  
 Eastleigh  
 Hampshire  
 SO50 9FD  
 Tel: 023 8068 4500  
[www.vtct.org.uk](http://www.vtct.org.uk)

International Therapy Examination Council (ITEC)   
 4 Heathfield Terrace  
 Chiswick  
 London  
 W4 4JE  
 Tel: 020 8994 4141

<https://nationalcareersservice.direct.gov.uk/advice/planning/jobprofiles/Pages/beautyconsultant.aspx>





## Opportunities

You could be employed by a large store, or by a cosmetics company to work in the cosmetics section of a department store. There are some opportunities for cosmetics consultants to work at airport departure lounges, on cruise liners and in hotels, and even some airlines.

You could also be self-employed, representing a cosmetics company by selling their products from home.

With experience you could progress to senior consultant, supervisor or area manager.

Vacancies are advertised in newspapers, and through Jobcentre Plus offices and recruitment agencies. You may find the following useful for vacancies and further reading.

- Beauty Resource 
- Universal Jobmatch 

## Job market information

This section gives you an overview of the job area that this profile belongs to. You can use it to work out your next career move. It can help if you're looking for a job now or want to do some further training.

The 'Market statistics' charts are based on figures from the UK Commission for Employment and Skills (UKCES) and the Office for National Statistics (ONS).

The list of job vacancies under 'Apply for jobs' is from the Universal Jobmatch database. The vacancies are not from the National Careers Service.

[Market statistics](#) **Apply for jobs** [Find courses](#)

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### Median income: Leisure & travel

|        |        |        |
|--------|--------|--------|
| Sector | £18591 |        |
| UK     |        | £27017 |

This chart shows the median, or middle, annual income figure for full-time workers in this sector compared to the national median figure for all sectors.

### Gender: Leisure & travel

|        |     |     |
|--------|-----|-----|
| Male   | 34% |     |
| Female |     | 66% |

This chart shows the proportion of men and women working in this sector.

### Working pattern: Leisure & travel

|               |     |     |
|---------------|-----|-----|
| Self-employed | 20% |     |
| Full-time     |     | 42% |
| Part-time     |     | 38% |

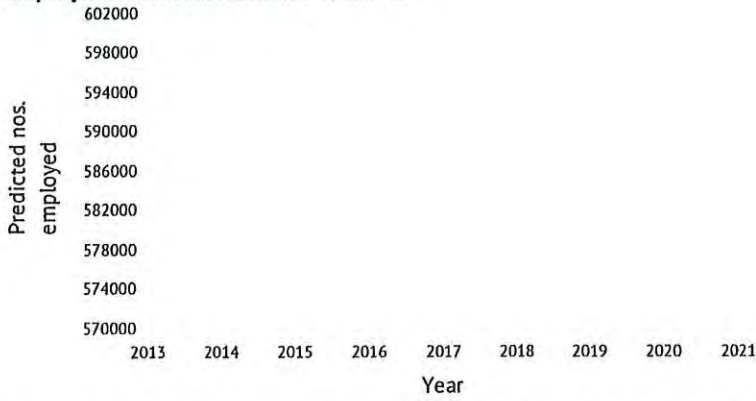
This chart gives a breakdown of how people are employed in this sector.

**Gaps in sector due to skills shortages: Leisure & travel**

|               |     |
|---------------|-----|
| All vacancies | 23% |
| This sector   | 32% |

This chart shows the proportion of vacancies in this sector that employers said are due to skills shortages. This compares with the overall figure across all sectors.

**Employment forecast: Leisure & travel**



This graph shows the predicted numbers of people that will be working in this sector between now and 2020.



## Job profiles

# Massage therapist

Massage therapists press, rub, and manipulate the muscles and soft tissues of the body to help relieve stress, tension and pain. As a massage therapist, you would use your skills to help people with sports injuries, to give relief to people with long-term health conditions, and to help clients with relaxation.

In this job you would need to be able to listen to clients and empathise with their health or emotional issues. If you are enthusiastic about complementary and alternative medicine (CAM), and you want a job working with your hands, this career could be for you.

To work safely as a massage therapist, you will need to take an in-depth course of at least six months full-time or 12 months part-time. You may be able to get into this job through an Apprenticeship scheme if there is one available locally.



Hours

Variable

Starting salary

Variable

## The work

As a massage therapist, you would usually begin a session by checking the client's medical history, diet and lifestyle. You would then plan a course of treatment. During treatment, you would apply pressure to specific areas of the body to ease tension. You may also use oil or powder to help reduce friction on the skin.

Some of the benefits of massage can be:

- improved muscle and skin tone
- better circulation
- relief from aches and pains associated with muscle tension, such as headaches
- an increased ability to rid the body of toxins.

Your clients could also include those seeking both physical and emotional healing, for example:

- people who are ill or recovering from a period of sickness
- adults who want to manage stress more effectively
- those suffering with anxiety or depression
- people who want to develop their ability to relax.

You could specialise in a particular branch of massage, such as:

- sports massage – treating those recovering from sports injuries such as sprains, torn ligaments and broken limbs
- Indian head massage – using particular oils and techniques to relax the neck, shoulders, head and face
- baby massage – helping to calm and bond babies with parents
- body massage (or Swedish massage) – working on the whole body, especially the limbs and back.

After treatment, you may give advice to clients about how to maintain and build upon their general wellbeing.

## Hours

Most massage therapists are self-employed. This means that you could choose your own working hours, although you may have to offer evening and weekend appointments to meet the needs of your clients.

You may work from your own home, from an alternative therapy clinic, or sometimes a GP surgery or hospital. It would be helpful to have a driving licence as you may carry out treatments at several locations, including clients' homes.

Sessions could take between 15 and 60 minutes, depending on your client's needs.

You would carry out treatments in a quiet room, with a massage table.

## Income

Many massage therapists are self-employed and charge a sessional or hourly rate.

Massage therapists could charge clients between £25 and £60 an hour depending on the type of massage they are offering, and their location.

As a skilled therapist, with a lot of clients, you could earn between £20,000 and £40,000 a year.

You may also receive tips from clients and commission for the sale of beauty products.

Figures are intended as a guideline only.

## Entry requirements

To prepare for work as a massage therapist, it will help if you:

- have a GCSE in biology or human biology, or a certificate in anatomy and physiology
- take a course that is recognised by one of the professional bodies for massage therapy.

The Council for Soft Tissue Therapies (GCMT) is the governing body for massage and soft tissue therapies, and it sets the standards for the profession. GCMT suggest you take a course that lasts at least six months full-time, or 12 months part-time. Shorter courses should be seen as an introduction only, and are not suitable as a preparation for professional practice.

Qualifications are awarded by exam bodies, including the Vocational Training Charitable Trust (VTCT), International Therapy Examination Council (ITEC) and CIBTAC (internationally recognised). Check with course providers for exact entry requirements.

- Vocational Training Charitable Trust [↗](#)
- International Therapy Examination Council [↗](#)
- CIBTAC [↗](#)

To specialise in a particular form of massage, such as baby and infant massage, or sports massage, you will need to take additional training. Check the websites below for further details:

- Guild of Sensory Development [↗](#)
- The Sports Massage Association [↗](#)

You may be able to get into this job through a beauty therapy Apprenticeship scheme. The range of Apprenticeships available in your area will depend on the local jobs market and the types of skills employers need from their workers. To find out more, visit the Apprenticeships website.

- Apprenticeships [↗](#)

## Voluntary Self-Regulation

The Complementary and Natural Healthcare Council (CNHC) is the regulatory body for massage therapists in the UK. This is a voluntary system, supported by the Department of Health. The CNHC protects the public by registering practitioners, setting standards for safe practice and managing complaints. The CNHC has a voluntary register of massage therapists. Check the CNHC website for more information.

## Training and development





Once you are on a course, you will combine practical work with lectures, tutorials and assessments. You will study areas such as:

- anatomy, physiology and pathology
- the effects of massage
- massage techniques
- first aid



- principles of good practice
- business, professional and ethical studies.

Throughout your career you will need to keep your skills and knowledge up to date, so it may help to join a professional body. A professional body will support you as a therapist, and you will also have access to development programmes and networking opportunities. Check the professional body websites for details and membership criteria.

- The Council for Soft Tissue Therapies (GCMT) 
- The Federation of Holistic Therapists 
- Massage Training Institute 
- The Institute for Complementary and Natural Medicine 

## Skills, interests and qualities

To be a massage therapist you should have:

- the confidence to work closely with clients
- practical skills and good manual skills
- good communication and listening skills
- the ability to develop empathy with clients
- physical stamina for carrying out a number of treatments a day
- a smart appearance and good personal hygiene
- the ability to recognise when a client needs to be referred to a qualified medical doctor
- commercial skills to run a business
- the ability to keep accurate and up-to-date client records.


## More information


Massage Training Institute   
 PO Box 368  
 23 Lindsay Avenue  
 Hitchin  
 SG5 9DT  
[www.massagetraining.co.uk](http://www.massagetraining.co.uk)

Institute for Complementary and Natural Medicine   
 Can-Mezzanine  
 32-36 Loman Street  
 London  
 SE1 0EH  
 Tel: 020 7922 7980  
[www.icnm.org.uk](http://www.icnm.org.uk)


Sports Massage Association (SMA)   
 PO Box 70412  
 London  
 NW1W 8XF  
 Tel: 0845 459 6031  
[www.thesma.org](http://www.thesma.org)

Skills for Health   
 Goldsmiths House  
 Broad Plain  
 Bristol  
 BS2 0JP  
 Tel: 0117 922 1155  
[www.skillsforhealth.org.uk](http://www.skillsforhealth.org.uk)

Federation of Holistic Therapists   
 18 Shakespeare Business Centre  
 Hathaway Close  
 Eastleigh  
 Hampshire

Complementary and Natural Healthcare Council (CNHC)   
83 Victoria Street  
London  
SW1H 0HW  
Tel: 0203 178 2199  
www.cnhc.org.uk

Guild of Sensory Development   
7 Lodeneia Park  
Dalkeith  
Midlothian  
EH22 2AW  
Tel: 0845 468 4005  
www.gofsd.org.uk

General Council for Massage Therapy   
www.gcmt.org.uk

## Opportunities



Many complementary therapies are now being included in traditional healthcare to complement more conventional treatments. Some NHS organisations will use massage therapists to help with certain conditions such as back pain. They may also use massage therapists to help specialist nurses with palliative care. You should contact GP surgeries, local NHS organisations and hospitals in your area to promote your services and discuss your options.

You are likely to find most opportunities as a self-employed massage therapist. To be successful you will need to build up and maintain a sound reputation and client base. You will also need to have the ability to market your business, which may involve working long hours at first until you have established your practice.

With qualifications and experience, you could go on to train and offer other forms of massage or complementary therapies such as aromatherapy, reiki or reflexology.

Jobs can be advertised through local newspapers and in industry press.

You may find the following useful for vacancies and general reading:

- NHS Choices  (Complementary and alternative medicine)
- Therapy Directory 

## Job market information

This section gives you an overview of the job area that this profile belongs to. You can use it to work out your next career move. It can help if you're looking for a job now or want to do some further training.

The 'Market statistics' charts are based on figures from the UK Commission for Employment and Skills (UKCES) and the Office for National Statistics (ONS).

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[Market statistics](#)   [Apply for jobs](#)   [Find courses](#)

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### Median income: Health support

|        |        |
|--------|--------|
| Sector | £25368 |
| UK     | £27017 |

This chart shows the median, or middle, annual income figure for full-time workers in this sector compared to the national median figure for all sectors.



**Gender: Health support**

|        |     |     |
|--------|-----|-----|
| Male   | 30% |     |
| Female |     | 70% |

This chart shows the proportion of men and women working in this sector.

**Working pattern: Health support**

|               |     |     |
|---------------|-----|-----|
| Self-employed | 9%  |     |
| Full-time     |     | 57% |
| Part-time     | 34% |     |

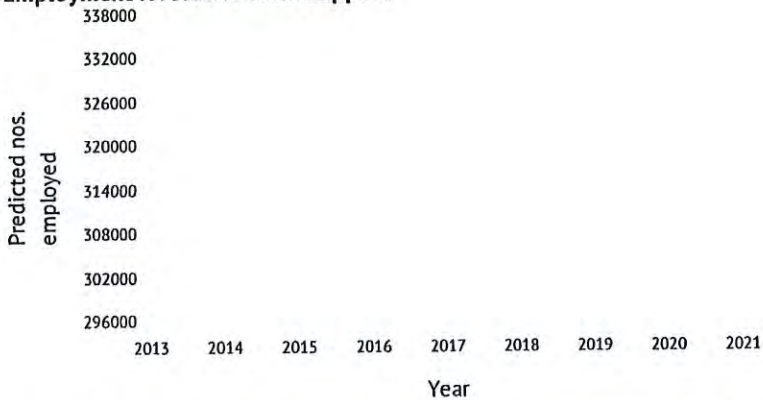
This chart gives a breakdown of how people are employed in this sector.

**Gaps in sector due to skills shortages: Health support**

|               |     |     |
|---------------|-----|-----|
| All vacancies |     | 23% |
| This sector   | 16% |     |

This chart shows the proportion of vacancies in this sector that employers said are due to skills shortages. This compares with the overall figure across all sectors.

**Employment forecast: Health support**



This graph shows the predicted numbers of people that will be working in this sector between now and 2020.

## Job profiles

# Reflexologist

Reflexology is a therapy based on the belief that certain areas on the feet, known as reflexes, are joined to parts of the body by 'energy pathways'. Reflexologists apply pressure to these points, which is believed to help the body's natural balance of energy, and healing processes.

In this job you would need to be able to listen to clients and empathise with their health or emotional issues. If you are enthusiastic about complementary and alternative medicine (CAM), and you believe in the power of reflexology, this career could be for you.

To practise as a reflexologist, you will need insurance and membership of a professional body. You will usually need a minimum of a level 3 qualification to join a professional body.



Hours

Variable

Starting salary

Variable

## Work activities

Reflexology is based on the belief that certain areas on the body, known as reflexes, are joined to parts of the body by 'energy pathways'. Reflexologists mainly work on the feet, but can also work on other parts of the body such as the lower leg, hands, face and ears.

As a reflexologist, you would work with clients to treat stress, sleep disorders, sports injuries and chronic back pain. Your work would involve:

- explaining the treatment to the client
- taking a medical history, covering health, diet and lifestyle
- examining the client's feet and hands for possible 'blockages' and problem areas
- applying pressure with the thumb and fingers to the client's feet and hands
- keeping treatment records
- referring clients to their GP if necessary.

You would not diagnose individual conditions or advise clients on symptoms or treatments.

Reflexology can be used alongside conventional medicine and other complementary therapies.

## Working hours and conditions

Your working hours would depend on how many clients you have, particularly if you are self-employed. You may start by working part-time until you have built a solid reputation and client base. You may need to work some evenings and weekends to accommodate your clients.

You could work in a variety of settings, including hospices, clients' homes, complementary or holistic medicine clinics, or beauty salons.

## Income

Self-employed reflexologists usually charge from £25 to £70 an hour. Rates will vary depending on the area of the country and the length of the session.

Business costs such as rent and materials come out of these fees.

Figures are intended as a guideline only.



## Entry requirements

To practise as a reflexologist, you will need insurance and membership of a professional body. To join a professional body, you will need a minimum level of qualification, which is usually a level 3 diploma.

There is a variety of courses available:

- Level 3 Diploma in Reflexology or Complementary Therapies
- foundation degrees and degrees in complementary or holistic medicine
- postgraduate qualifications.

To get on to the Level 3 Diploma, it could be useful to have a GCSE (A-C) in biology. You may also have an advantage when applying for a course if you have previous experience in healthcare, massage, beauty therapy or counselling.

Contact course providers, for exact entry details. Providers can be found through the awarding bodies' websites.

- VTCT 
- ITEC 
- City & Guilds 
- ABC 



You can also do higher education qualifications in complementary medicine/therapies (specialising in reflexology). You will usually need five GCSEs (A-C) and two A levels. Check with course providers listed on the UCAS website, for exact entry requirements.

- UCAS 

## Training and development

Being a member of a professional body could improve your chances of work or increase your client numbers. Membership will also usually provide access to professional development opportunities, which will help you keep your skills up to date and extend your contacts.

Membership criteria can vary, so it is important to check directly with the organisation you feel would represent you best. Some of the main associations are listed on the Reflexology Forum website, including:

- Association of Reflexologists (AoR) 
- British Reflexology Association (BRA) 

### Voluntary self-regulation

The Complementary and Natural Healthcare Council (CNHC) is the regulatory body for reflexologists in the UK. This is a voluntary system, supported by the Department of Health. The CNHC protects the public by registering practitioners, setting standards for safe practice and managing complaints. The CNHC has a voluntary register of reflexologists. Check the CNHC website for more information.

- Complementary and Natural Healthcare Council 

## Skills, interests and qualities

As a reflexologist you should have:

- a good understanding of human biology and anatomy
- good communication and listening skills
- the ability to empathise with clients
- a genuine desire to help people
- the ability to inspire confidence in your clients
- good coordination and practical skills
- the ability to recognise when a client needs to be referred to a medical doctor
- business and marketing skills (to be successful as a self-employed therapist).


## More information

08/06/2015

Reflexologist Job Information | National Careers Service

Institute for Complementary and Natural Medicine   
Can-Mezzanine  
32-36 Loman Street  
London  
SE1 0EH  
Tel: 020 7922 7980  
www.icnm.org.uk

Association of Reflexologists   
5 Fore Street  
Taunton  
TA1 1HX  
Tel: 01823 351 010  
www.aor.org.uk

British Reflexology Association   
www.britreflex.co.uk

Complementary and Natural Healthcare Council (CNHC)   
Tel: 020 3178 2199  
www.cnhc.org.uk



## Opportunities

You are likely to find most opportunities as a self-employed reflexologist. To be successful you will need to build up and maintain a sound reputation and client base. You will also need to the ability to market your business, which may involve working long hours at first until you have established your practice.

Opportunities may also be available in holistic health centres, beauty salons, gyms and luxury hotels. You could also work in hospitals, hospices and practices attached to GP surgeries.

You could go on to train and qualify in other areas of complementary medicine, for example aromatherapy, massage therapy or Reiki healing, which may help you attract a broader client base.

With experience and further training, you could go into teaching reflexology within colleges. You may also coach or mentor newly qualified reflexologists. Vacancies may occasionally be advertised through Jobcentre Plus offices, in the local and national press, and in industry journals. You may also find the following useful for general reading:

- NHS Choices  (Complementary and alternative medicine)
- Therapy Directory 

## Job market information

This section gives you an overview of the job area that this profile belongs to. You can use it to work out your next career move. It can help if you're looking for a job now or want to do some further training.

The 'Market statistics' charts are based on figures from the UK Commission for Employment and Skills (UKCES) and the Office for National Statistics (ONS).

The list of job vacancies under 'Apply for jobs' is from the Universal Jobmatch database. The vacancies are not from the National Careers Service.

[Market statistics](#)   [Apply for jobs](#)   [Find courses](#)

---



**Median income: Health support**

|        |        |
|--------|--------|
| Sector | £25368 |
| UK     | £27017 |

This chart shows the median, or middle, annual income figure for full-time workers in this sector compared to the national median figure for all sectors.

**Gender: Health support**

|        |     |
|--------|-----|
| Male   | 30% |
| Female | 70% |

This chart shows the proportion of men and women working in this sector.

**Working pattern: Health support**

|               |     |
|---------------|-----|
| Self-employed | 9%  |
| Full-time     | 57% |
| Part-time     | 34% |

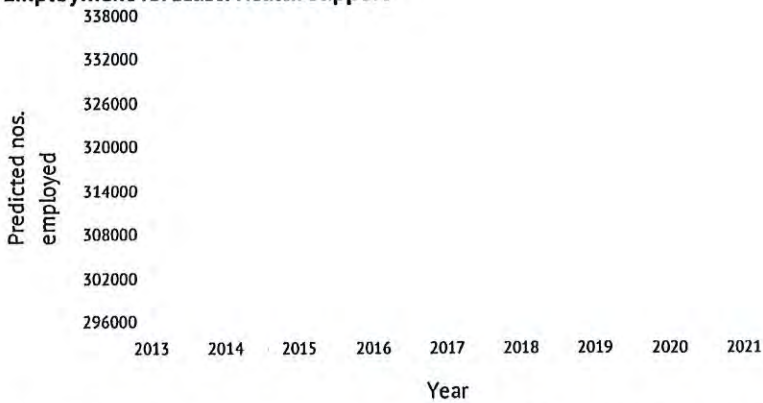
This chart gives a breakdown of how people are employed in this sector.

**Gaps in sector due to skills shortages: Health support**

|               |     |
|---------------|-----|
| All vacancies | 23% |
| This sector   | 16% |

This chart shows the proportion of vacancies in this sector that employers said are due to skills shortages. This compares with the overall figure across all sectors.

**Employment forecast: Health support**



This graph shows the predicted numbers of people that will be working in this sector between now and 2020.

## CV

### SUMMARY

I am a full time student at High School and I am looking for a part time job on a weekend or after school. I am happy to work in kitchens, cafes, restaurants, hotels and salons. I am hard working and reliable, I get on well with other people and have very good communication skills.

### EXPERIENCES

- September 2014-  
October 2014 Food and Beverage Assistant, *Matfen Hall*  
- My duties included, serving customers and polishing the cutlery and plates, also setting up the restaurant.
- April 2014 -  
present Volunteer, *Hexham Youth Initiative*  
- I volunteer at a girls group every Wednesday, I help the girls to get involved with activities and also plan activities such as Ready Steady Cook competitions. I also recently organised a coffee morning to raise money for charity.
- November 2013 Babysitting,  
- I babysat for a family in Hexham. I was always reliable and responsible so I got recommended to other people from doing this.

### EDUCATION

- September 2012 –  
present High School  
I am currently studying at High School. I am working towards the following qualifications:  
GCSE English, GCSE Maths, GCSE Science, Art, BTEC Health and Social Care, BTEC Child Development, ASDAN CoPE and Wider Key Skills
- 2<sup>nd</sup> July 2014 ASDAN Foodwise Short Course (Pass)

### HOBBIES

I enjoy socialising and meeting up with friends, I like to play the guitar and sing. I enjoy baking, watching football and volunteering at the local youth project.

### REFERENCES

- Karen - High School, Hexham, Northumberland, Tel: i
- Karren - Hexham Youth Initiative Community Centre, Gilsegate, Hexham, Northumberland, NE46 3NP  
Tel:



**From:**  
**To:**  
**Subject:** Fwd: Thank you for your application  
**Date:** Mon, 23 Feb 2015 11:01

---

----- Forwarded message -----  
From: <enquiries@ncl-coll.ac.uk>  
Date: Mon, Feb 23, 2015 at 10:58 AM  
Subject: Thank you for your application  
To:



Thank you for your application



Thank you for your application to study the following course(s) at Newcastle College:

**Hair and Beauty - Level 1 (Full-Time)**

We will be in touch soon to discuss the next step of the application process.

**Careers Coach**

Try out our brand new career searching tool, Career Coach, which allows you to map out a path through education to reach the career you want to have. It tells you what qualifications you will need, the current jobs available in this role and the salary you can expect to earn.

Click here to map out your dream career with Career Coach

**Financial Support**

We have a range of financial support options available to support our students through their studies. To find out more simply click on the link that matches your circumstances:

- 16 to 18 years old
- 19 years and over
- Part-time degree students

**Stay in Touch**

Follow us on Twitter @NCLCollege or find us on Facebook.

Go online for the latest news and updates on Newcastle College at [www.newcastlecollege.co.uk](http://www.newcastlecollege.co.uk).

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Call us today on **0191 200 4000**.

**We look forward to welcoming you to the College.**

**Newcastle College**

*Rye Hill Campus, Scotswood Road, Newcastle-upon-Tyne, NE4 7SA*

0191 200 4000

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Visit Our Website

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NCG Corporation is incorporated under the Further and Higher Education Act for the provision of education to students, its trading divisions are Newcastle College, Newcastle Sixth Form College and West Lancashire College and its registered office is at Rye Hill House, Scotswood Road, Newcastle upon Tyne, NE4 7SA.

NCG works nationally to meet diverse education and training needs in partnership with its subsidiary companies:

The Intraining Group Limited is a private limited company registered in England and Wales with registration number 6540854 whose registered office is at Rye Hill House, Scotswood Road, Newcastle upon Tyne, NE4 7SA.

Rathbone Training is: a company limited by guarantee with registration number 7830590; a charity registered in England and Wales with registration number 1145138; a charity registered in Scotland with registration number SC042758. The registered office of Rathbone Training is at Rye Hill Campus, Scotswood Road, Newcastle upon Tyne, NE4 7SA

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Our ref: General14-15

Date as postmark



Dear Applicant

**INTERVIEW TIME AND DATE: Wednesday 18<sup>th</sup> March at 15.00PM**

Thank you for your recent application to do a programme of study at Newcastle College.

We are pleased to be able to invite you in for an interview. This will take place in Student Services, Rye Hill House, Rye Hill Campus at the above time.

**PLEASE ARRIVE PROMPTLY AND REPORT TO RECEPTION. If you arrive more than 5 minutes late, your appointment will be rescheduled as we are required to keep to a very tight schedule.**

At this session you will be interviewed by one of our Admissions/Enquiry Advisers and your photograph will be taken in preparation of your Student ID card. The interview will take approximately 20 minutes and the entire session should last no longer than half an hour.

If you have indicated on your application that you have a learning difficulty or disability, you will be contacted by the Learning Support Team to discuss any support needs you might have.

If you are unable to attend the session or if you have changed your mind with regards to your original course choice, please contact us as soon as possible by telephoning (0191) 200 4000 or e-mail us at [interviews@ncl-coll.ac.uk](mailto:interviews@ncl-coll.ac.uk) so that an alternative appointment can be made for you. **Please note that should you fail to attend 2 appointments and do not contact us, your application will be automatically withdrawn from our system.**

We look forward to seeing you in the near future.

Yours sincerely

Centralised Admissions  
Student Services

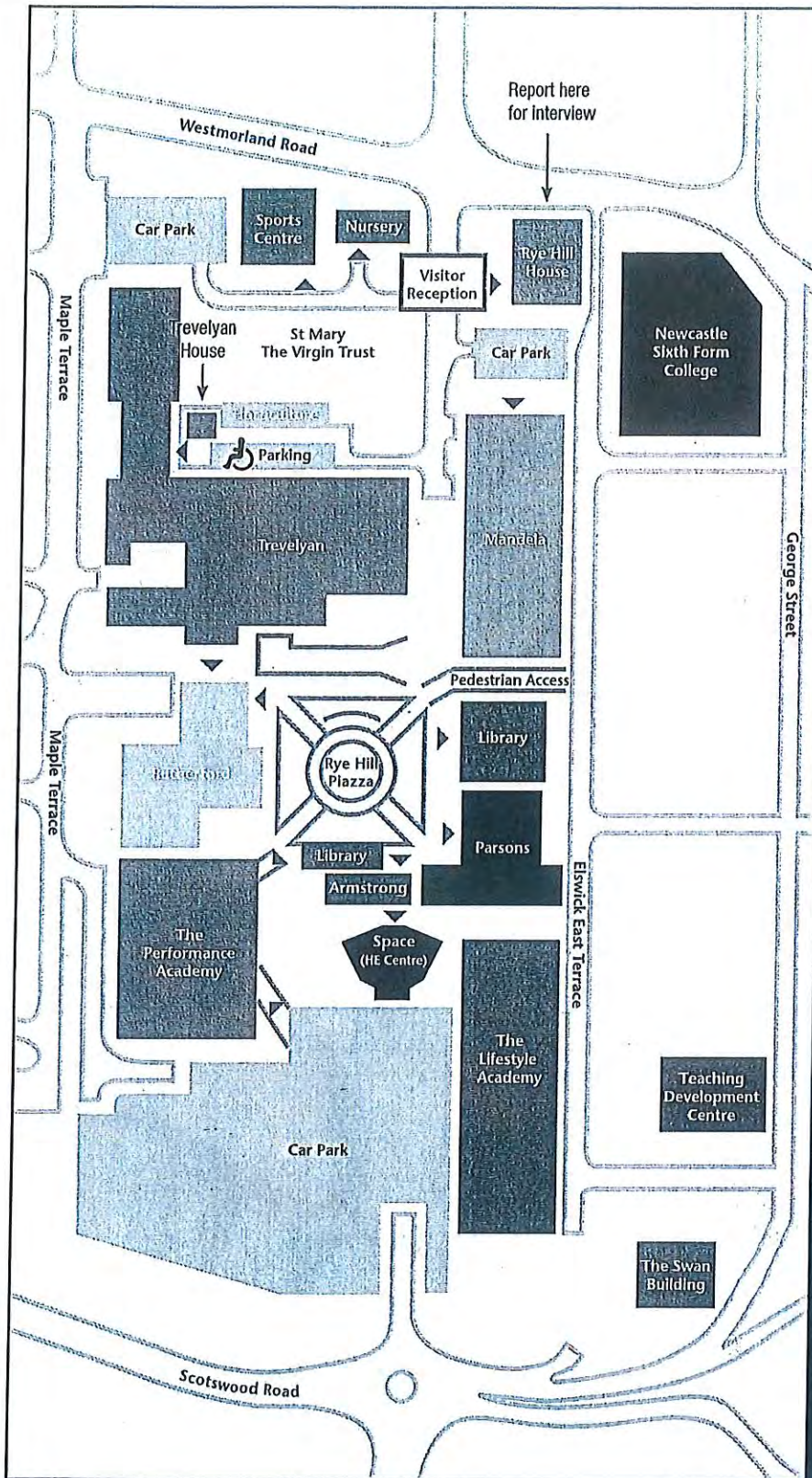


# How to get to Rye Hill Campus



The main campus of Newcastle College is at Rye Hill, located between Scotswood Road to the South and Westmorland Road to the North. The college has three campuses: Rye Hill, Sandyford and West End. If you need directions to either Sandyford or West End College, please telephone us and ask for the appropriate information sheet to be sent to you. Most of our courses are based at our main Rye Hill Campus. Student Services is also located here and is an excellent starting point if you require information or advice.





**By bus**

The following bus services stop close to the college on Westmorland Road and Rye Hill: numbers 1, 30, 31, 32 and 32a.

The following bus services stop close to the college on Scotswood Road: numbers 8, 21, 22, 80, 602, 604, 610, 632 and 633.

**By train or Metro**

Newcastle Central Station is only ten minutes' walk from Rye Hill Campus.

Turn left out of Central Station, following Neville Street and then Westmorland Road. You will pass Times Square and the Centre for Life on your left. Continue up Westmorland Road, past the Discovery Museum on your right, to the top of the hill where the road bends left. You will come directly to the campus on your left hand side.

**By car**

From the North or South: follow the directions to Newcastle above. As you cross the Redheugh Bridge, move into the left hand lane and turn left immediately after you have crossed the bridge. At the first roundabout turn right into the college car park. Parking is free.

From Newcastle City Centre: follow signs to Central Station, or Blaydon A695. Once past the station, bear left at the traffic lights beside the Centre for Life, go straight on at the next traffic lights and turn right at the next traffic lights into Railway Street. Follow the road round to the right and then straight on at the Scotswood Road roundabout into the college car park. Parking is free.

**Once on campus**

For general enquiries, make your way to the Advice and Enquiry Centre in Rye Hill House. If you have an appointment, follow the Campus signage to Rye Hill House. Reception is located in the foyer.

Newcastle College, Rye Hill Campus, Scotswood Road, Newcastle upon Tyne, NE4 7SA.

Tel: 0191 200 4000. Fax: 0191 200 4517. Minicom: 0191 272 3304. Email: enquiries@ncl-coll.ac.uk. Visit: www.newcastlecollege.co.uk





Our Reference: 20094253  
Date: 26/02/2015

Shaping futures, changing lives

Principal: Marcus Clinton Chair of Governors: Jacqui Henderson (CBE)

Dear

### CONFIRMATION OF RECEIPT OF APPLICATION

Thank you for your recent application for Level 2 Travel and Tourism due to commence in September 2015 at the Hexham Centre. We will contact you in due course to arrange an interview.

If you need any further information in the meantime, please do not hesitate to get in touch by email: [hexham.centre@northland.ac.uk](mailto:hexham.centre@northland.ac.uk), telephone 01434 605050 or call in to Reception.

Yours sincerely

A handwritten signature in black ink that reads 'Mary Tapping'.

Mary Tapping  
Administration Assistant  
Hexham Centre

Ashington campus  
College Road  
Ashington  
Northumberland  
NE63 9RG  
Tel: 01670 841200

Kirkley Hall campus  
Ponteland  
Northumberland  
NE20 0AQ  
Tel: 01670 841229

Berwick centre  
Adams Drive Spittal  
Berwick-upon-Tweed  
Northumberland  
TD15 2JF  
Tel: 01289 302446

Hexham centre  
St. Mary's Wynd  
Hexham  
Northumberland  
NE46 1LW  
Tel: 01434 605050



[www.northumberland.ac.uk](http://www.northumberland.ac.uk)



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From:  
To:  
Subject: Fwd: Matfen Hall  
Date: Mon, 6 Oct 2014 10:12

----- Forwarded message -----

From:  
Date: Mon, Oct 6, 2014 at 10:10 AM  
Subject: Re: Matfen Hall  
To: Glen Snaith <Glen.Snaith@matfenhall.com>

Dear Glen,

Thank you for your email, I would like to accept the job offer and I am available for the shifts allocated for this week.

I will bring the starter form with me on Wednesday.

Many Thanks,

On Sat, Oct 4, 2014 at 4:56 PM, Glen Snaith <Glen.Snaith@matfenhall.com> wrote:

Dear

Following your recent Job Trial, I am very pleased to extend you a formal offer of employment.

With a view to start this coming week.

Job Title: F&B Assistant  
Rate of Pay: Hourly NMW.  
Work Pattern: 2-3 Shifts, based on a weekly rota.

This role includes the following benefits:

- Complimentary Gym membership
- Complimentary Golf membership
- Complimentary meals while on duty
- 25% off all food and beverage throughout the resort
- Complimentary use of the Go Ape facilities twice annually
- Complimentary attendance of fitness classes subject to availability
- Discounted use of the spa for treatments subject to availability

This job offer is subject to a three month probation period.

I have attached a copy of our 'Starter Information' Form. Please complete and bring with you on your first shift.

I have scheduled you for the following shifts next week.

Wednesday 17:00-23:30

Thursday 17:00-23:30

Saturday 08:00-13:00

If you would like to accept this job offer, please confirm via email ASAP. If you have any questions please let me know.

Kind Regards,

Glenn Snaith

Restaurant Manager

Matfen Hall Hotel

T | 01661 886500

E | [glen.snaith@matfenhall.com](mailto:glen.snaith@matfenhall.com)

W| [www.matfenhall.com](http://www.matfenhall.com)



-----  
From: [redacted]  
Date: Mon, Sep 22, 2014 at 10:30 AM  
To: Peter Dawson <Peter.Dawson@matfenhall.com>

Dear Peter,

Thank you for your email. I am happy to attend the interview and I am available on Wednesday at 5.30pm. Do I just come to the hotels reception area? Also do I need to bring anything with me?

Many Thanks,

-----  
From: Peter Dawson <Peter.Dawson@matfenhall.com>  
Date: Wed, Sep 24, 2014 at 5:55 PM  
To: [redacted]

Dear ,

I'd like to invite you in for a work trial on Thursday 2<sup>nd</sup> October 2014 or Friday 3<sup>rd</sup> October from 6PM – 9PM.

Please do let me know which day would suit you.

Thanks,

Peter J Dawson  
Senior Food & Beverage Manager  
Matfen Hall Hotel

T | 01661 886500 ext. 508  
E | Peter.Dawson@matfenhall.com  
W | www.matfenhall.com

---

**From:**  
**Sent:** 22 September 2014 10:31  
**To:** Peter Dawson  
**Subject:** Re: Matfen Hall Hotel

6/10/2014

Fwd: Matfen Hall Hotel

From:

To:

Subject: Fwd: Matfen Hall Hotel

Date: Mon, 29 Sep 2014 10:57

---

## Forwarded conversation

Subject: **Matfen Hall Hotel**

---

From: Peter Dawson <Peter.Dawson@matfenhall.com>

Date: Mon, Sep 15, 2014 at 1:53 PM

To:

Dear

Thank you for dropping you CV at reception today.

I currently have vacancies in the Food & Beverage service department and would like to invite you in for an interview on Wednesday evening at 17:30 if that's ok?

The interview will be with my restaurant manager Glenn Snaith.

Please do confirm if you're available to attend.

Kind regards,

Peter J Dawson

Senior Food & Beverage Manager

Matfen Hall Hotel

T | 01661 886500 ext. 508

E | Peter.Dawson@matfenhall.com

W| www.matfenhall.com

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Scanned by The Email Laundry  
<http://www.theemaillaundry.com>



-----  
From: [redacted]  
Date: Thu, Sep 25, 2014 at 9:50 AM  
To: Peter Dawson <Peter.Dawson@matfenhall.com>

Dear Peter,

I would prefer to come on the Thursday afternoon, if that is alright.

Would i need to bring anything with me or wear anything in particular?

Many Thanks,

-----  
From: Peter Dawson <Peter.Dawson@matfenhall.com>  
Date: Thu, Sep 25, 2014 at 11:48 AM  
To: [redacted]  
Cc: Glen Snaith <Glen.Snaith@matfenhall.com>

That's great.

Could you please come in 6PM – 9PM?

I'll let Glenn know that you're coming in.

Could you please wear: Black trousers, black leather shoes, white long sleeved shirt.

Thanks,

Peter J Dawson  
Senior Food & Beverage Manager  
Matfen Hall Hotel

T | 01661 886500 ext. 508  
E | Peter.Dawson@matfenhall.com  
W| www.matfenhall.com

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**From:**  
**Sent:** 25 September 2014 09:51