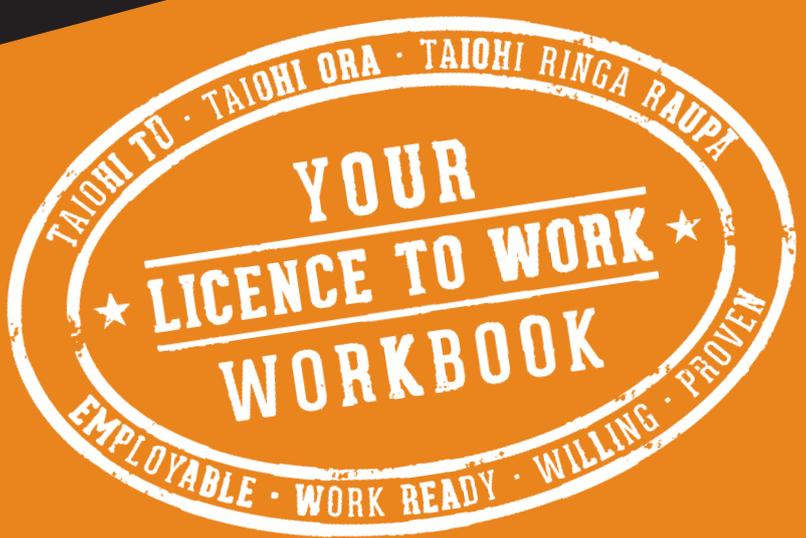




NAME: _____

Ultimate Edition

GIVING YOUNG ADULTS
A SOLID FOUNDATION
FOR EMPLOYMENT



Cover Art: Berst - aka Bobby Hung. Graffiti Artist | Teacher

I AM CAPABLE!

**I AM
YOUNG**

I AM WILLING

★ I AM READY! ★

I AM WILLING

I AM CAPABLE!

**I AM
YOUNG**

★ I AM READY! ★

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How to use this workbook

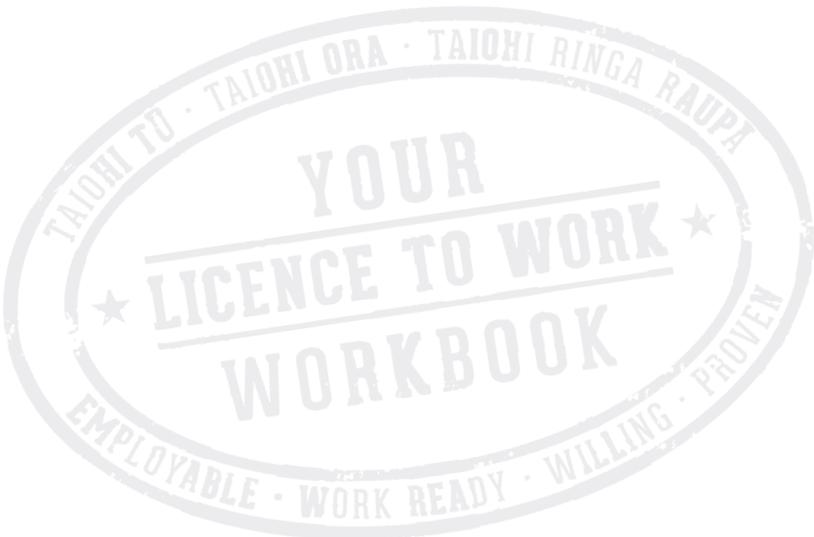
This workbook covers **7 employability skills** and **10 elements of work readiness**. The employability skills come from the New Zealand government-approved employability framework. These are the values, skills and behaviours that employers have said they would like a young person to have when they start working for them.

As you go through this workbook, you can tick off the skills as you complete the tasks.

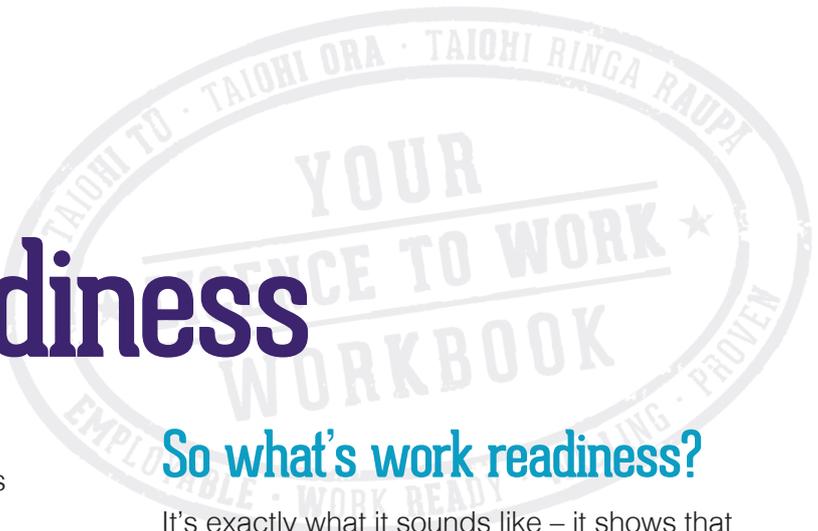
Your facilitators will run regular group sessions that will help you work through this book and complete all the exercises. It's your book, so feel free to draw, scribble and take notes in it as much as you'd like.

Look after your book. Don't lose it, as there are lots of activities and useful points that will help you succeed at work. What's most important, however, is that you use this book to help you reflect and grow in self-awareness and confidence. Other young people have found that the more honest they were with themselves, the more useful this programme was for them.

This is not school, so there will be no tests. It is all about you traveling along at your own pace. Good luck with your journey!



Work readiness



You now know what skills from your everyday life are “employability” skills and how you can use them in a work environment. Now we’re going to talk about the following elements which make you “work ready”:

- The 10 elements of work readiness are:**
- 1. *Work search skills***
 - 2. *Work environment***
 - 3. *Work ethic***
 - 4. *Support people***
 - 5. *Safety, health and well-being***
 - 6. *Cultural skills***
 - 7. *Driver licence***
 - 8. *Work experience***
 - 9. *Technology, numeracy and literacy***
 - 10. *Money smarts***

So what’s work readiness?

It’s exactly what it sounds like – it shows that you understand enough about the world of work to find a job, get a job, and do a job.

For example, an employability skill like communication can apply to any area of your life. When we talk about “work readiness”, we’ll cover things like work experience and work ethic.

Some elements of work readiness can be developed over time and some are yes or no answers that are better suited to appear in your CV. So as you go through these ten elements of work readiness, we’ll state where they should be listed.

On each page, read and make sure you understand each element. Discuss it with your parents and facilitators to find out how they have used it or seen it used.

Assess yourself against all the behaviours for the element of work readiness.

Remember, we are always learning so don’t worry if you haven’t got all the elements of work readiness yet!

Follow the guides on each page about how you can demonstrate or develop the element and whether it should be in your CV.

These elements are not part of your licence and you won’t be signed off for them, but they are important to learn as they will help you find a job.



If you don't have any ID, you will need to ask one of your parents to ring the hospital where you were born. Your mum or dad will need to ask the person who answers the phone to put them through to someone who can help them get the birth certificate written. The administrator will ask your parent for your legal name and your date of birth. They will complete the form and send it through to the Births, Deaths and Marriages office. The details will be matched with the records and then they will order the certificate for you.

Certificate Team

Births, Deaths and Marriages

PO Box 10526, Wellington 6143,
New Zealand

Lastly, you can set up an appointment at a Births, Deaths and Marriages office in Auckland, Manukau, Wellington or Christchurch. You will be asked for your full legal name and your date and place of birth. You will need to present some ID at the meeting.

IRD number

It's important to get an IRD number as all your tax, entitlements (e.g. a student loan or Working for Families Tax Credits) and personal details are linked to this number.

You need an IRD number if you:

- earn any money (e.g. from a job, benefit or pension)
- apply for:
 - Working for Families Tax Credits
 - a student loan
 - child support
- open a bank account or join KiwiSaver
- file tax returns

How do you get an IRD number?

You can get an IRD number by going to the Inland Revenue website (www.ird.govt.nz) and searching for the 'IRD number application – resident individual (IR595) form'. Although you can fill out the form electronically, you will still need to print it off, as you will need to take it, along with two forms of ID, to a PostShop or AA Centre for an "in person verification".

The IR595 form includes details on the types of ID you can use.

Once you have submitted your form, you should receive your IRD number in 5–10 working days.



Words for work

Words for work	Definition
Allocate	To spread out the tasks or jobs to do and to share responsibilities.
Apathetic	Having no energy, not wanting to help (yourself or others), not caring, lacking spirit. Making work harder for someone else.
Argumentative	To always be looking for an argument. Not letting things go. Wanting to be right all the time.
Assessment	A check (written or practical) on how well you do something. This might be before you can do a job at work or might be a part of getting a qualification. Might have a pass or fail to it.
Assumption	A thought or guess that something is true without any proof.
Attitude	Thinking in a way that helps you to make things happen and get results (or not).
Behaviour	What you do and say and how it affects your life and others (either in a good or bad way).
Collaborate	To work together / cooperate on something. Can make a task or job easier.
Contract	Agreement (generally written and signed) between you and your employer about what your job is and what you are expected to do.
Delegate	To give jobs, tasks or responsibilities to someone else. Something a manager does.
Dependable	Trustworthy. Others know they can rely on you.
Despicable	Really bad action by a person. Would have a bad effect on someone else.
Disciplinary rights	The rights or rules that are in place at work for when things go wrong (e.g. when you get in trouble with your boss). They are protection for you and your co-workers.
Emotional literacy	Being able to identify / name what you are feeling and knowing how to act in situations without letting your feelings get the better of you.
Employability	To have the skills to get a job and to keep it. The reason someone wants to pay you to work for them.
Employer	Pays your wage or salary and is responsible for training you and making sure you are safe in the workplace.
Employment	To be paid to do work for a company or person.



Employability framework

Please **circle the option** that best applies to you for the following statements:

1. POSITIVE ATTITUDE

I have a positive “can do” attitude	always	often	sometimes	rarely	never
I am optimistic, honest and show respect	always	often	sometimes	rarely	never
I am happy, friendly and enthusiastic	always	often	sometimes	rarely	never
I am motivated to work hard toward goals	always	often	sometimes	rarely	never

2. COMMUNICATION

I understand and reflect on the way that I communicate and how it affects others	always	often	sometimes	rarely	never
I ask questions when unsure or unclear	always	often	sometimes	rarely	never
I understand how employees, employers and customers communicate	always	often	sometimes	rarely	never
I speak, listen and share ideas appropriately	always	often	sometimes	rarely	never

3. TEAMWORK

I can work well with others to complete tasks and meet goals	always	often	sometimes	rarely	never
I contribute to develop new ideas or approaches	always	often	sometimes	rarely	never
I work well with others of different genders, cultures or beliefs	always	often	sometimes	rarely	never
I recognise the authority of supervisors and managers and follow directions	always	often	sometimes	rarely	never

4. SELF-MANAGEMENT

I arrive to school/work on time, with appropriate clothing and equipment	always	often	sometimes	rarely	never
I understand/reflect on my words and behaviour and how they affect others	always	often	sometimes	rarely	never
I show commitment and responsibility	always	often	sometimes	rarely	never
I am dependable, follow instructions and complete assigned tasks	always	often	sometimes	rarely	never
I am responsible for my health and follow workplace health and safety guidelines	always	often	sometimes	rarely	never



Feelings and emotions: true or false statements

STATEMENT	TRUE	FALSE
I have no control over how I act. It depends what other people say or do.		
My brain is wired to recognise threats (things that make me feel bad) and rewards (things that make me feel good).		
What I think will impact on how I feel.		
If I think negatively, I will feel bad.		
I can't choose how to act when I'm happy or excited.		
If I think positively, I will be more motivated to work hard.		
I can't choose how to act when I'm angry or sad.		
I can become more aware of what I am thinking and feeling if I pay attention to my thoughts and feelings.		
If I don't pay attention to what I'm thinking or feeling, I might act without thinking.		
Everyone knows what they're thinking and feeling all the time.		
If I think positively, I will feel good.		



Tips for asking smart questions

Observe others first. Have a good look around and see if you can work out the answer you need by watching others.

Start with what you know. You may know half of what's being asked, so it's good to start with that.

"I know I need to fill in the drain, but I'm not sure whether I'm supposed to put the rocks in first or last."

Ask specific questions

"Where would you like me to stack those crates you want me to move?"

"How deep did you want that drain dug?"

"Who should I get to sign the paperwork when I make the delivery?"

Ask with confidence

Never start with "This is a dumb question but ...". If you don't know, then it hasn't been explained to you (or hasn't been explained properly), so it's actually smart to ask!

"How much time should I give the undercoat to dry before I start with the second coat of paint?"

"Should I wear safety glasses when I am weed-eating by the side of the road?"



Responding to being told off at work

For each of the following workplace scenarios, work out the best way to respond to the boss.

Use this outline to help you structure your responses:

1. The apology ...
2. What happened (the truth) ...
3. How you will ensure it doesn't happen again ...
4. What can you do to make it up to the boss ...
5. Why the boss should keep you on the job ...

Scenario 1

Timoti has been called to the boss' office. He suspects it is because he's been late to work twice this week. The first time, the boss told him off and wanted him to make sure it wouldn't happen again. Unfortunately, Timoti was 20 minutes late today because he missed his usual bus and had to wait for the next one.

When Timoti enters the boss' office, the boss says,

"This is the second time you've been late this week, Timoti. Your lateness costs me money. You better have a very good reason for being late, mate. Why should I not fire you?"

What should Timoti say?

?

Scenario 2

George works at KFC. He has been caught taking home leftovers. He knows it's against company policy and that he is now in big trouble. He has been asked to see the supervisor the next morning.

When George meets with his supervisor, she says,

"I understand you were caught with a box of leftover chicken last night, George. That is stealing and I am now having to consider whether or not to give you the sack, unless you can assure me it was just a one-off incident and won't happen again?"

What should George say?

?

1. You are told that you have got the job. You ask for your contract. The boss says you don't need a contract. Is she required to give you one?

Yes No

Why?

2. You accidentally break an expensive piece of equipment, one that cost around \$3,500. Your boss says he will dock \$40 a week from your wages to pay for a replacement. Is he allowed to do this?

Yes No

Why?

3. Your boss rings to tell you to come in and do a second shift today at the supermarket as two staff have not turned up. You tell her you don't want to. She says if you don't come in, you will be offered no more work. Is she allowed to do this?

Yes No

Why?

4. You are on a 90-day trial. You think you have been working well and the boss is going to give you the job, but the day before the trial runs out, she tells you that they are not going to employ you because you don't own a car and this makes you unreliable. Is she allowed to do this?

Yes No

Why?

5. Your boss tells you that you have to work Sundays as it's part of your rostered shift. You always go to church with your family on Sundays so you tell her that you can't. She says that you can't have the job then. Is she allowed to do this?

Yes No

Why?



STATEMENT

YES

NO

UNSURE

You would go to work even if all your mates were going surfing for the day.			
You would not accept a job that involved travelling out of town for work two days a week.			
Spending time with your partner is more important than going to work.			
You don't like people telling you what to do.			
You would rather work outside than be stuck in an office.			
You believe you can be the boss one day if you work hard enough.			
You don't argue with the boss.			
You like having a job for lots of reasons.			
You work because you need the money and for no other reason.			



SITUATION #3

You are due at work at 6.30am for pick up. You slept through your alarm and wake up at 6.20am. Do you ring your boss and explain? Do you quickly jump in the car and see if you can make it on time? Do you ring in and say you are sick? What do you do?

SITUATION #4

You are responsible for delivering papers to eight streets in Papakura. It takes about 2 hours to do. You need to get this done before you get to course by 9am. You are running late as your dad got home late from work with the car. Do you:

1. Dump the papers and not finish?
2. Finish the delivery and arrive late to your course?
3. Skip both and go back to sleep?



Things I appreciate about myself

energetic

easy-going

ambitious

generous

flexible

punctual

organised

polite

helpful

determined

team player

enthusiastic

optimistic

reliable

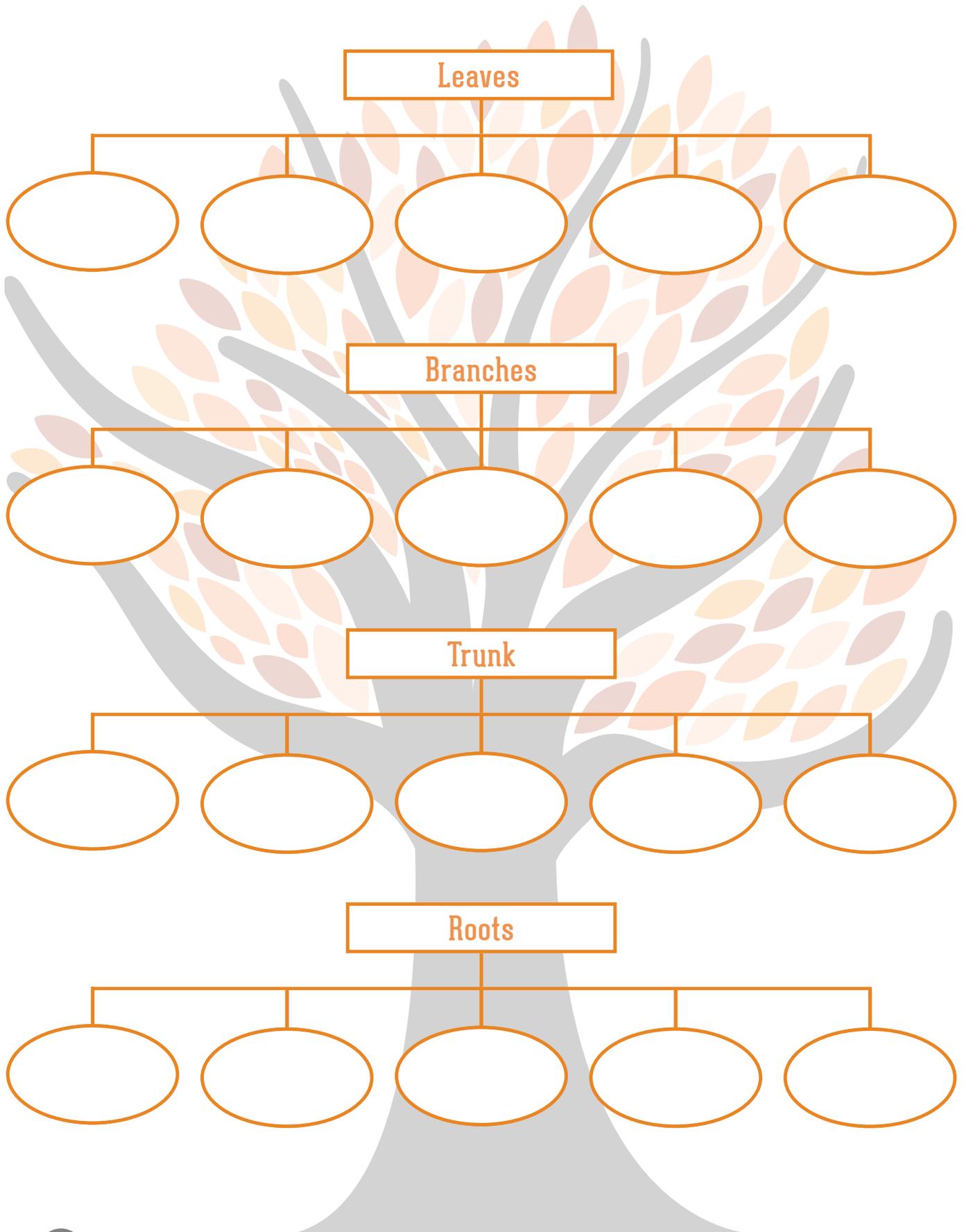
tolerant

respectful

honest

friendly

Family, friends and our belief systems



Taiohi Tū Taiohi Ora Taiohi Ringa Raupā!

Taiohi Tū, Taiohi Ora

Standing Up, Standing Strong.
Doing what is right for the Body, Mind and Soul

Taiohi Ringa Raupā

Be prepared to work hard!
(a reference to “calloused hands”)

COVER ART:

BERST [aka BOBBY HUNG] GRAFFITI ARTIST | TEACHER

Bobby Hung was born in Hong Kong, but raised in Aotearoa, New Zealand, from an early age. His passion and drive come through in his art and have informed the evolution of graffiti and street art in New Zealand.

As a teacher he incorporates his unique art practice into his innovative teaching programme. He also mentors youth and high school students with the aim of channelling their interests and passions into future employment opportunities.

The most important encouragement he gives to youth is to focus on working hard, being committed and never giving up on their goals. He believes that youth can succeed in any field they choose by applying these values and by becoming owners of their own destiny.

The artwork presented on the cover was a piece created for an international graffiti competition in Tahiti in 2014, where Bobby received second place. The work is inspired by the visual culture of the South Pacific and Māori mythology.



Berst - aka Bobby Hung. Graffiti Artist | Teacher



TE HONONGA AKORANGA
COMET

