



Creating innovative  
**Migration Friendly** cities  
in the West Midlands

Strengthening **Communities**

Welcoming **Migration**

Leading **Innovation**

# Career Guidance 2020-2021



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**EUROPEAN UNION**  
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# Introduction

Migrants and refugees face a unique set of barriers when pursuing careers in the UK. Potential for social and economic growth can be lost if these barriers are not overcome. This is why MiFriendly Cities is dedicated to creating a West Midlands where everyone's potential is recognised and all are able to contribute to their community. Our Career Guidance document will support you in making the first steps to a successful career in the UK.



# Skills Audit ►►►

## What is a skills audit?

Many migrants and refugees in the UK have faced unique situations, often having lived in numerous countries, experienced multiple cultures and gained a wide range of skills and experiences.

These skills and experiences are valuable attributes that migrants and refugees bring with them to the UK. Unfortunately, they are often overlooked or not recognised within the UK. As a result, they can be lost added-value for society and the economy.

A skills audit presents an opportunity for refugees and migrants to document the skills and experiences that they gained abroad.

This can facilitate conversation, be used as an alternative to a CV, or help to form a CV.

## What are the benefits?

- A skills audit is an ongoing document that will layout a clear journey for an employer to be able to see
- It allows individuals to identify all the skills and experiences they have gained
- It allows individuals to identify any skills gaps they have such as language or qualifications
- It allows individuals to highlight the journey they plan to take to fill any skills gaps
- It provides a good platform to build a CV
- It allows migrants and refugees to celebrate their previous achievements
- It helps to demonstrate the differences between UK and overseas employment cultures



# Skills Audit

- It is an early intervention for individuals to make employment decisions
- It allows refugees and migrants to specify the levels for the skills and experiences they have gained
- If a skills audit is completed with the assistance of a support worker it is a good platform to further discuss employment history and aspirations



# Skills Audit Template ▶▶▶

## Personal Information

Name: .....  
Address: .....  
Mobile Number: .....  
Email: .....

## Work Experience Table

(all previous employment, starting with the most recent)

Job title	Duties and Responsibilities	Location	Employer	Dates



# Skills Audit Template ▶▶▶▶

## Additional Information

	Dates	Location	Qualification	Institution	Other info (qualification achieved)
Primary					
Secondary					
Higher					
Vocational/ Work Bases training					
Esol/ English Level					



# Skills Audit Template ▶▶▶▶

## Proof of certificate. List all the certificates you have.

## Other life skills and experiences.

## Language skills.

Speaking and listening:

Reading and Writing:

Fluent in English:

Any other languages:



# Skills Audit Template

## Aspirations.

## Percieved barriers.

## Future steps (what you plan to do to fill any gaps.



# UK Skills Gap

## Why is the UK Skills Gap relevant?

The UK has some jobs for which there are not enough people. These jobs often require specialist knowledge and/or qualifications. If you are willing and able to go through the necessary training, either through a course, an apprenticeship or a combination of the two, then there is a high chance you will find secure employment in a well-paid job.

Before you start, check if you can get free Careers Advice. You can talk to someone who can really help you match your interests/skills to a career.

## Who to to speak to

The [National Careers Service](#) (NCS) is a good starting point, they can help you with your career, learning and training choices. NCS is a free service available to anyone who lives in England, and you can call them on **0800 100 900**. Each MiFriendly City may also have some extra help available.

### ■ If you live in Birmingham

Those aged 16-19 (up to 25 if you have a disability) and not in education, training or employment can contact [Birmingham Careers Service](#) on 0121 675 6105 or email [BCareers@birmingham.gov.uk](mailto:BCareers@birmingham.gov.uk)

### ■ If you live in Coventry

The [Job Shop](#) offer 1-2-1 support from Employment, Careers and Welfare Benefit Advisers. Those that live in Coventry can call on **024 7678 5740** or visit **1 Bull Yard, Coventry, CV1 1LH**

### ■ If you live in Wolverhampton

[WorkBox](#) offer career advice and support. You can email them at [workbox@wolverhampton.gov.uk](mailto:workbox@wolverhampton.gov.uk), or visit them at the **Civic Centre, St Peter's Square, Wolverhampton WV1 1SH**

### ■ Nationwide Help

There are also national organisations in the UK that offer employment related help and support to Asylum Seekers and Refugees and may also have access to Careers Advice services.

[The Refugee Council](#) 0207 346 6700 or email [info@refugeecouncil.org.uk](mailto:info@refugeecouncil.org.uk)





# Which jobs are there a national shortage for? ▶▶▶▶

We have listed 50 jobs for which there is a national skills shortage (as of April 2020).

Each job title has a link to the National Careers website ([www.nationalcareers.service.gov.uk/explore-careers](http://www.nationalcareers.service.gov.uk/explore-careers)), which tells you more about the jobs and what qualifications/skills are required. If you have overseas educational/vocational qualifications, see page 16 of this guide to find out how to get these recognised by UK employers.

## Health & Social Care Sector

- [Social Worker](#)
- [Registered Care Manager](#)
- [Nurse](#)
- [Radiographer](#)
- [Paramedics](#)
- [Qualified Health Care Assistant](#)

## Digital Sector

- [Digital Product Owner](#)
- [User Experience Designer](#)
- [Web Designer Web Content Editor/Strategist](#)
- [Social Media Content Strategist](#)
- [Digital Marketer](#)
- [Information Scientist/Strategist](#)

## Technology Sector

- [Web Developer](#)
- [3-D Printing Technician](#)
- [Forensic Computer Analyst](#)
- [Network Manager](#)
- [Software Developer](#)
- [App Developer](#)

## Built Environment Sector

- [Architect](#)
- [Building Surveyor](#)
- [Quantity Surveyor](#)
- [Civil Engineer/Technician](#)

## Construction Sector

- [Plumber](#)
- [Commercial Painter/Decorator](#)
- [Bricklayer](#)
- [Carpenter](#)
- [Dry Liner](#)
- [Electrician](#)

## Education Sector

- [Secondary School Teachers](#)

## Finance Sector

- [Actuary](#)
- [Economist](#)
- [Statistician](#)



# Which jobs are there a national shortage for?

## Motor Manufacturing Sector

- [Product Design Engineer](#)

## Hospitality Sector

- [Chef](#)

## Engineering Sector

- [Welder](#)
- [Mechanical Engineer](#)
- [Chemical Engineer](#)
- [Aerospace Engineer](#)
- [Robotics Engineer](#)
- [Landfill Engineer](#)

## Science Sector

- [Chemist](#)
- [Forensic Scientist](#)
- [Microbiologist](#)
- [Research Scientist](#)
- [Meteorologist](#)

## Film, Television or Videogames Sector

- [Graphic Designer \(2-D/3-D animation\)](#)

## Information

## Technology (IT) Sector

- [Network Engineer](#)
- [IT Support Technician](#)
- [Forensic Computer Analyst](#)





# Overseas Qualifications ▶▶▶▶

It is important to understand what your current level of learning is. If all, or part, of your education/qualifications are from outside the UK, this will identify if they can help you to achieve your career goals.

## UK Learning/Qualification Levels

Before you start it's a good idea to look at the UK learning levels. In England, Wales and Northern Ireland, there are EIGHT different levels of education – as well as an entry level, to help you begin studying.

Most qualifications have a difficulty level. The higher the level, the more difficult the qualification is.

Entry Level is the basic form of qualification, and usually provides an introduction into education. Generally, Entry Level qualifications are not compulsory.

Entry level qualifications are available three different sub.categories, which progressively get more difficult: Entry Levels 1, 2 and 3. For example, Entry Level qualifications include Entry level English for foreign language speakers (ESOL).

If you need to know the level of a qualification, they are set out in the **UK government website**

[www.gov.uk/what-different-qualification-levels-mean/list-of-qualification-levels](http://www.gov.uk/what-different-qualification-levels-mean/list-of-qualification-levels)

## Qualifications Gained Outside the UK

You can compare European qualifications at [www.ec.europa.eu/ploteus/en/compare](http://www.ec.europa.eu/ploteus/en/compare).

To compare a UK qualification with any non-UK qualification, contact **UK National Academic Recognition Information Centre (UK NARIC)** - there will often be a fee for this.

UK NARIC provides comparison statements which can be used by individuals to help them through the UK's immigration system, applying for a UK job or to enrol on an education course.



# Overseas Qualifications

To be eligible for NARIC you will need the following:

- a photocopy or scan of your certificate(s) together with final transcript(s)
- a photocopy or scan of a certified translation to English of your documents, if translation is necessary.

You can call them on **+44 (0)871 330 7033**. You will be charged for calling.

If you require more information, assistance in completing or financial support with NARIC, MiFriendly Cities may be able to help. please email [mifriendlycities@coventry.gov.uk](mailto:mifriendlycities@coventry.gov.uk)

**ECCTIS Limited** is the National Contact Point (NCP) for Professional Qualifications in the United Kingdom. It is responsible for guiding professionals through the process of obtaining recognition for their professional qualifications in the UK and has a dedicated website which provides comprehensive advice and guidance for both individuals and employers. For more information go to the UK NCP website. The advice is FREE and there are lots of useful links for EU and non-EU citizens. Alternatively, you can call them on **0871 226 2850** but you will be charged.





## Directory ▶▶▶▶

### Birmingham

#### ■ ESOL Map

This map, produced by Learning and Work Institute, contains details of current ESOL provision in the West Midlands. You can click on the map to locate the most appropriate ESOL opportunities in your local area. The map does not claim to be exhaustive however and it is always worth exploring the other links below.

#### ■ Birmingham City Council -ESOL

#### ■ Libraries

On level 3 in the Library of Birmingham there are CD ROMs and audio CDs to help you improve your English. These are available for loan or to use in the library. You can also get advice/ information on ESOL courses that are taking place in Birmingham. There is also information concerning the IELTS examinations and collections on specific areas of ESOL such as grammar, vocabulary and pronunciation, as well as a section dedicated to business and vocational English.

#### ■ Birmingham Adult Education Service

Here you can find all the ESOL and related courses available through Birmingham Adult Education. You can call them on **0121 303 4318** or email [information@baes.ac.uk](mailto:information@baes.ac.uk).

#### ■ Birmingham Settlement

ESOL classes and Employment Support from their hub in Aston. Birmingham Settlement offer a range of opportunities which aim to give you the skills and confidence you need to achieve your goals, whether this be finding a job or learning English.

You can call them on **0121 250 0777** or email [info@bsettlement.org.uk](mailto:info@bsettlement.org.uk).

#### ■ Refugee Action in Birmingham

Advice and support about services available for Asylum Seekers and Refugees in the Birmingham area including Employment Support.

Address: **2nd Floor, Cobalt Square, 83 Hagley Road, Birmingham, B16 8QG**

Tel: **0121 201 3070**



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#### ■ Birmingham City of Sanctuary

Here you will find a list of organisations and groups who want to support newly arrived citizens to Birmingham. Email them at [info@birmingham.cityofsanctuary.org](mailto:info@birmingham.cityofsanctuary.org).

#### ■ Enactus - Aston University

'Chance for Change' is a student mentoring scheme which offers asylum seekers and refugees employment support including workshops, mock interviews and networking sessions

#### ■ Pure Project

If you are aged over 29 and need one to one employment support the PURE project has Intervention Workers who can offer support. The project is funded until 2022.

#### ■ Compass Support

Compass is a charitable organisation which delivers 3 job clubs in various areas of Birmingham offering free advice and guidance by trained Employment Support Workers.

Call **+44 (0)121 748 8111**

email [contactus@compass.support.org.uk](mailto:contactus@compass.support.org.uk).

#### ■ Freshwinds

Freshwinds is a charitable organisation which delivers a twice weekly drop-in job club in the south of Birmingham which offer CV help, job search and careers advice. Advice is also available on Universal Credit. To contact them please email [office@freshwinds.org.uk](mailto:office@freshwinds.org.uk).

#### ■ Brushstrokes

A community projects which offers support to asylum seekers, refugees and migrants in Sandwell, West Birmingham, including support in finding work and training opportunities.

Tel: **0121 565 2234**

Address: **253 High Street, Smethwick B66 3NJ**



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### Wolverhampton

#### ■ Adult Education Wolverhampton

Offers course such as ESOL and Functional Skills.

Tel: 01902 558180

#### ■ City of Wolverhampton College

Offers several courses including ESOL, Apprenticeships, Access to Higher Education, Painting and Decorating and Child Care.

Address: Paget Rd, Wolverhampton, WV6 0DU

#### ■ Gloucester Street Community Centre

This is a non-profit voluntary organisation that offers a range of services to the local community. It operates a OFSTED registered child care for children aged 4 to 16 years:

Breakfast clubs 07:30-09:00

After school Club 15:00-18:00

Holiday Playscheme 08:00-18:00

Offers employability skills

Address: Gloucester Street Community Centre, 1-8 Gloucester Street, Wolverhampton, WV6 0PT

Tel: 01902 425 461

#### ■ Wolverhampton Voluntary Sector Council

Offers Employability Skills and Training.

Address: 16 Temple Street, Wolverhampton, West Midlands, WV2 4AN

Tel: 01902 328 980

#### ■ Wood Saints

Offers training in carpentry and DIY. Address: All Saints Rd, Wolverhampton WV2 1EL

Tel: 01902 556683

Email: info@woodsaints.com.



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#### ■ ACH Wolverhampton

Offers training and employment support.

Address: Third Floor, Derwent House, 42-46 Waterloo Rd, Wolverhampton, WV1 4XB

Email: infowolv@ach.org.uk

#### ■ Migrant Empowerment Group

Provides ESOL classes, drop in sessions, training in sewing and knitting, clothes bank, employability support and confidence building.

Address: 52 Moathouse lane East, Wolverhampton, WV11 3DD

Tel: 07713156506

#### ■ The Women and Families Resource Centre

Promotes a diverse, tolerant and inclusive society where each woman, child and family is empowered to fulfil their potential regardless of their background.

Address: Cannock Rd, Wolverhampton, WV10 0RA

Tel: 01902 219 580

#### ■ Aspiring Futures C.I.C

Offers ESOL, Empowering Women Programme, Befriending and skills and employment support.

Address: The Saplings Building, Windsor Nursery, Parkfield Rd, Wolverhampton, WV4 6EL

Tel: 01902 548 770

Email: info@aspiring-futures.co.uk

#### ■ Father Hudson's Care (Hope Community Project)

Offers ESOL, Volunteering Opportunities and Supporting Families.

Address: 40 Ling House, Heath Town, Wolverhampton, WV10 0HH

#### ■ Citizen Advice Wolverhampton

Address: 26 Snow Hill, Wolverhampton, WV2 4AD

Tel: 0344 411 1444



## Directory ▶▶▶▶

### ■ Access to Business Wolverhampton

Offers Self Employment, Employability Skills and Volunteering opportunities.

Address: **The Curve, 81 Tempest Street, WV2 1AA**

Tel: **01902 572397**

### ■ TLC College

Offers ICT-Employability Skills, ESOL (pre-entry through level 2), CISCO-IT Essentials and Languages-Arabic For adults.

Address: **Dunstall Heights, Dunstall Rd, Wolverhampton, WV6 0LZ**

Tel: **01902 714433**

## Walsall

### ■ One Walsall

Offers voluntary opportunities and employability skills.

Address: **16-16a Bridge Street, Walsall, WS1 1HP**

Tel: **01922 619840**

### ■ Accord Care and Support Age Matters

Offers employment support, money advice

Tel: **01922 638825**

### ■ Steps to Work -Walsall

Offers training, volunteering opportunities and employability skills.

Address: **Floor 9 Townsend House, Park Street, Walsall, WS1 1NS**

Tel: **01922 62755**

### ■ Manor Farm Community Organisation

Offers employability Skills, ESOL and Training.

Address: **Manor Farm Community Centre, King George Cres, Walsall WS4 1EH**

Tel: **01922 614 316**



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### ■ Skills Training UK - Walsall

Functional Skills, ESOL, Employability Skills, IT, Customer Service Course and GCSE Mathematics and English.

Address: **Hatherton House, Hatherton Street, Walsall, WS1 1VP**

Tel: **01922 633 936**

## Coventry

### ■ Adult Education Coventry

Offers courses such as ESOL, English and Maths

### ■ Citizen Advice Coventry

Address: **Kirby House, 15 Little Park St, CV1 2JZ**

Tel: **024 7622 3284**

### ■ The Job Shop

1-2-1 career advice, CV support, work related ESOL, recruitment days, finding local job vacancies

Address: **1 Bull Yard, Coventry, CV1 1LH**

Tel: **024 7678 5740**

### ■ Coventry College

Courses such as ESOL, Maths and Access to Higher Education

Tel: **024 7693 2932**

### ■ Coventry Refugee and Migrant Centre

Offer includes, but not limited to, employment and immigration advice, English classes, therapy, social groups.

Address: **Unit 27, City Arcade, Coventry, CV1 3HX**

Tel: **024 7622 0296**



# Directory

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## ■ St Francis of Assisi

Employability support.

Address: St Francis of Assisi Church, Links Rd, Coventry, CV6 3DQ

Tel: 024 7626 6010

## ■ Foleshill Women's Training

Supports women to access education, training, employment opportunities.

Address: 70-72 Elmsdale Avenue, Foleshill, Coventry, CV6 6ES

Tel: 024 7663 7693

## ■ Central England Law Centre

Provide legal health check and help migrants to understand their rights.

Tel Coventry: 024 7622 3053

Tel Birmingham: 0121 227 6540

## ■ FabLab Coventry

Offer accredited courses such as Carpentry and Painting and Decorating.

Address: Unit 27, City Arcade, Coventry, CV1 3HX

Tel: 024 7622 0296

## ■ The Ignite Integration Programme

The Ignite Integration Programme provides holistic support to migrants looking to get closer to the job market in Coventry. After clients undertake an 'Integrass Assessment', staff will produce a 'Personalised Integration Plan' to help clients along their journey. This may mean taking ESOL classes, fulfilling specific training needs, or receiving job support, to name a few.

Email: [segal.abdi@ach.org.uk](mailto:segal.abdi@ach.org.uk)



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To find out more, visit

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[MiFriendlyCities@coventry.gov.uk](mailto:MiFriendlyCities@coventry.gov.uk)

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