

LINKnet Information Manual

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LINKnet Mentoring

Background

LINKnet Mentoring project came into being on the 1st of November 2000 as a result of a national conference held in 1997, entitled, “ Active Partnerships: The Multiple Benefits of Black/ Minority Ethnic Mentoring”. This was organised in conjunction with Moray House Institute of Education, Centre for Education for Racial Equality in Scotland, Edinburgh’s Telford College, University of Strathclyde and Skillnet Edinburgh. A project offering black minority ethnic mentoring was identified as the key to future development of black minority ethnic communities in Scotland.

Geographical Area

LINKnet Mentoring is established to serve minority ethnic people living in Edinburgh, the Lothian, Scottish Borders and Fife.

Vision

LINKnet's vision is to maximise representation of minority ethnic people including refugees and asylum seekers in further and higher education, employment and public and civic life of Scottish society through structured mentoring programmes in order to help the establishment of an equitable society. By doing so LINKnet aims to be the most effective and efficient minority ethnic service provider in Scotland.

Mission

LINKnet's mission is to provide one to one mentoring support to minority ethnic individuals including refugees and asylum seekers in their pursuit of employment, education and personal development in order to improve the quality of life. Mentoring is offered on the strands of academic, career and personal development. Through individual development the project hopes to achieve a

collective impact on the minority ethnic community as a whole in their struggle to be better represented.

Aims

LINKnet aims to:

Eliminate/reduce inequality and disadvantage.

Drive up public sector performance on equality and improve access to and benefit from public services by taking public services as formal partners to LINKnet's mentoring programme.

To foster integration and promote dialogue and understanding between communities.

Develop the awareness and capacity of both majority and minority communities to engage with this agenda, to tackle racism and other disadvantages, promote equality by raising awareness of barriers to development, cultural diversity, community contributions to society and economy etc, through LINKnet's mentor training, mentee induction, information provision and public events.

Activities

The provision of

1. One to one mentoring between a mentor and a mentee
2. One to one mentoring between staff and mentees
3. Recruitment consultation by a Recruitment Development Officer
4. Volunteer work placements with LINKnet or with LINKnet's partners
5. Guidance and practical help to join the army or the police through collaborative work with the Army and the Police.
6. Guidance and support to all organisations to establish their own mentoring programmes, to deliver their services to ME people more effectively, to establish good practice ethos and to do joint work with LINKnet.

Intermediary activities

Capacity building of LINKnet members and others

Race equality promotion

Wider participation in the development of the voluntary sector

Section One- Education

Qualification Explained

Access, Intermediate, Higher, HNC, HND, SVQ level 1 to 5 etc are all confusing terms for some and entirely new for others.

SCQF (Scottish Credit and Qualifications Framework) has been developed to help us understand those categories. It is a new way of looking at, comparing and understanding Scottish qualifications.

SQA- Scottish Qualification Authority

SVQ- Scottish Vocational Qualification

SCQF- Scottish Credit and qualifications Framework

By giving every qualification a level and credit value, the SCQF makes it easy to compare qualifications and see where they stand.

Framework

Levels

Looking at the framework you will see that every qualification has been allocated a level. For example Scottish Higher is at SCQF Level 6 which is equal to SVQ 3.

Credits

A qualification is also described in terms of the number of credits required. For example a Higher course has 24 credit points, but HND has 240.

Credit Transfer

Credit points can be used to transfer from one qualification to another, for example, from a training programme to an SVQ or from an HNC to the second year of a Degree Course.

Further Information

SCQF (The Scottish Credit and Qualifications Framework)

Website: www.scqf.org.uk

Email: info@scqf.org.uk

SQA (Scottish Qualifications Authority)

Website: www.sqa.org.uk

Qualifications obtained abroad

A software package called NARIC is used to compare overseas qualifications with British ones. LINKnet can give you information on how you can access the NARIC system.

Individuals needing information about qualifications comparisons can contact NARIC on:

t: +44 (0)871 330 7033

f: +44 (0)871 330 7005

Calls cost 10p per minute from a BT landline. Mobile providers and other networks may vary.

Office hours: Monday to Friday, 09.00 - 17.00 (UK time)

Once you have applied you can [track the progress of your enquiry](#) online.

If you have any questions about your qualifications or your existing enquiry, these can be answered by using our [Questions and Answer section](#).

If you call us, please have your unique NARIC enquiry ID ready in order to find your records quickly. Please note that if our lines are busy you will be put in a queue.

If you are calling or sending a fax from overseas you can also use the following numbers:

t: + 44 1242 258621

f: + 44 1242 258611

The Scottish Credit and Qualification Framework

SCQF levels	SQA National Units, Courses and Group awards	Higher Education	SVQs	ISCED levels	SCQF levels
12		Doctorate		Level 6	12
11		Masters	SVQ 5		11
10		Honours degree			10
		Graduate			
		Diploma/ Certificate			
9		Ordinary Degree		Level 5	9
		Graduate Diploma/Certificate			
8		Higher National Diploma	SVQ 4		8
		Diploma in Higher Education			
7	Advanced Higher Certificate in Higher Education	Higher National Certificate		Level 4	7
6	Higher		SVQ 3	Level 3	6
5	Intermediate 2 Credit Standard Grade		SVQ 2		5
4	Intermediate 1 Credit Standard Grade		SVQ 1	Level 2	4
3	Access 3 Foundation Standard Grade				3
2	Access 2			Level 1	2
1	Access 1				1

Money Matters

Students Awards Agency for Scotland (SAAS)

Grants are available towards some of the costs of childcare, travel, accommodation, disability and books, for a wide range of courses and subject areas.

Gyleview House
3 Redheughs Rigg
Edinburgh
EH12 9HH
Tel: 0300 555 0505
Website: www.saas.gov.uk

From Universities and Colleges

Information regarding financial matters including bursaries, student loan companies and hardship funds contact University/College bursary officers. Contact details are usually printed in the University/ College prospectus.

Student Finance and Loans

The main student finance package includes a:

- [Tuition Fee Loan](#)
- [Maintenance Loan](#) - full-time students only
- [Maintenance Grant or Special Support Grant](#) - full-time students only

You might get [extra help](#) on top of this.

The rules are different if you became a student [before 1 September 2012](#).

Tuition fee loans pay for your course. Maintenance loans and grants help with living costs (eg accommodation, books, bills). You have to [pay back](#) loans but you don't need to pay back grants.

You could also qualify for help with the [costs of studying abroad](#).

You apply for student finance every year. You don't need a confirmed place at university or college to apply.

How to apply or support an application

Find out [how to apply](#) for student finance.

You'll normally need to [support a student finance application](#) if you're the parent or partner of a student.

There's a different process if you're a student from [Scotland](#),

2. Loans and grants

Use the [student finance calculator](#) to see what finance and [extra help](#) you can get.

Tuition Fee Loan

UK or EU full-time or part-time students can apply for a Tuition Fee Loan.

The loan is paid directly to your university or college. You have to pay it back.

Maintenance Loan for living costs

You must be a full-time UK student. Part-time students, EU students and students aged 60 and over can't apply.

You may have to give details of your [household income](#).

Special Support Grant

You must be a full-time student. Part-time and EU students can't apply.

You may get a Special Support Grant instead of a Maintenance Grant if you get or qualify for:

- Income Support
- income-related Employment and Support Allowance
- Housing Benefit
- the housing element of Universal Credit

The amount you get is the same as the Maintenance Grant, but it won't reduce the Maintenance Loan you can get.

You may get the Special Support Grant if, for example, you're a lone parent or have certain disabilities.

Help with the costs of studying abroad

You might get a grant to cover some travel expenses if you normally live in England but study away from home. Medical and dental students might also qualify for help with the costs of attending clinical placements in the UK.

[Find out more about travel grants.](#)

Students with children or dependent adults

You can apply for:

- [Childcare Grant](#) - full-time students only
- [Parents' Learning Allowance](#) - full-time students only
- [Adult Dependents' Grant](#) - full-time students only
- [Child Tax Credit](#)
- [extra help](#) if you're experiencing financial hardship

Disabled students

If you have a disability, long-term health condition, mental health condition or specific learning difficulty (eg dyslexia) you can apply for:

- [Disabled Students' Allowances](#)
- [extra help](#) if you're experiencing financial hardship

You may also qualify for [disability related benefits](#).

Medical, social work and teacher training students

You can apply for:

- [NHS bursaries](#) - medical, dentistry or healthcare students
- [help with costs of travel to UK clinical placements](#) - medical, dentistry or healthcare students
- [Social Work Bursaries](#) - social work students
- [extra help](#) for teacher training students

Help from your university or college

Many universities and colleges offer [extra money](#) directly to students.

Funding from charitable trusts

Use the [Family Action grant search](#) to check if you can get extra help from a charitable trust.

4. Eligibility

Whether you qualify for student finance depends on:

- your university or college
- your course
- if you've studied a higher education course before
- your age
- your nationality or residency status

5. Repayments

You must pay back tuition fee loans and maintenance loans. You also pay interest on these. You don't have to pay back other student finance, e.g. grants and bursaries.

For more information: <https://www.gov.uk/browse/education/student-finance>

Basic Skills and Lifelong Learning

Adult Basic Education

The Adult Basic Education (ABE) service in Fife provides free tuition for adults wanting to improve their basic skills in reading, writing, spelling, arithmetic, basic mathematics, grammar and punctuation.

They also offer free advice and help to those who are dyslexic, a condition which

affects one in ten of the population. They run small groups and short courses to develop and improve:

- reading skills
- writing skills
- spelling
- letter writing / form filling
- grammar/ punctuation
- handwriting
- basic mathematic
- arithmetic
- entry tests for police, fire service, armed forces etc.

For more information contact

Jill Little, ABE Organiser - Dunfermline, Cowdenbeath, SWF and Glenrothes

Tel: 01592 583496 Contact Jill Little online

By Post: New City House 1 Edgar Street Dunfermline Fife KY12 7EP

Fay Logan, ABE Organiser - Kirkcaldy, Levenmouth and East Fife Area

Tel: 03451 55 55 55 + Ext 47 10 46 Contact Fay Logan online

By Post: Town House 2 Wemyssfield Kirkcaldy Fife KY1 1XW

City of Edinburgh Council- Adult Literacy and Numeracy

Free tuition in reading, writing, number and communication skills

Provides space, computers, photocopiers, stationery and crèches at many venues

English course for non- speaker of English.

The City of Edinburgh Council,

Waverley court,

4 East Market Street,

Edinburgh,

EH8 8BG

Tel: 0131 200 2323

Web: www.egfl.net

East Lothian Council Community Education

Web: www.eastlothian.gov.uk

Midlothian Council Community Education

Web: www.midlothian.gov.uk

The Number Shop

The Number Shop offer literacy and numeracy classes for adults

South Bridge Resource Centre

Infirmery Street

EH1 1LT

Tel: 0131 556 3108

Email: cld-numbershop@ea.edin.sch.uk

SWAP Access Programmes

Scottish Wider Access Programmes prepare students over 21 for entry into higher education and can guarantee you a place at college or university. Access programmes are available in Edinburgh in a variety of subjects at Jewel & Esk Valley College, Stevenson College, and Edinburgh's Telford College.

34 Buccleuch Place

Edinburgh

EH8 9LN

Tel: 0131 650 6861

Email: swapeast@scottishwideraccess.org

Web: www.scottishwideraccess.org

Further Education Colleges

Most of these colleges and universities offer a wider range of courses in various different subjects. As well as offering full- time study towards a recognised qualification, most of them also offer part-time, flexible and open learning. Many also offer community based evening and leisure courses.

Institutions often hold open days where prospective students can drop in and find out more. Full information can be obtained directly from the college.

Edinburgh College of Art

Offers art and design, architecture and landscape courses. Courses are up to postgraduate level and many courses available for personal interest.

74 Lauriston Place ,
Edinburgh
EH3 9DF

Tel: 0131 651 5800

Web: www.eca.ac.uk

Edinburgh College

Edinburgh College was formed on 1st October 2012 following the merger of Edinburgh's Telford, Jewel & Esk and Stevenson Colleges.

Through the merger, the College inherited a strong legacy of staff, infrastructure and reputation, and continues to build on this, ensuring that the communities of

Edinburgh, the Lothians and beyond have access to top quality higher and vocational education in a style and setting that meets their needs.

The College is split over four main campuses

Granton Campus

Milton Road Campus

Midlothian Campus

Sighthill Campus

Tel: 0131 669 4400

Email: info@edinburghcollege.ac.uk

Web: www.edinburghcollege.ac.uk

Newbattle Abbey College

One year full time access courses, mostly residential

Tel: 0131 663 1921

Email: office@newbattleabbeycollege.ac.uk

Website: www.newbattleabbeycollege.ac.uk

West Lothian College

Levels of courses Access/Introductory

Business

Social Care

Health Care

Childcare and Education

Creative Industry

Employability and Life Skills

Hair, Beauty and Complementary Therapies

Hospitality

Information Technology

Passport to Employment

Sport, Fitness and Exercise

Technology, Design and Manufacture

Other Opportunities

Part time and evening programme, flexible and open learning, community learning
Work based learning
Part time and evening classes throughout West Lothian
Employability and life skills (designed for people with additional needs including: Learning difficulties, mental health issues and physical disabilities)

Almondvale Crescent
Livingston
West Lothian
EH54 7EP
Tel: 01506 418181
Email: enquiries@west-lothian.ac.uk
Web: www.west-lothian.ac.uk

Universities

Heriot- Watt University

Campuses at Edinburgh (Riccarton) and Scottish Borders (Galashiels). A range of degree courses and short courses.

Schools:
Built Environment
Life Sciences
Mathematical and Computer Sciences
Engineering and Physical Sciences
Management and Languages
Textiles and Design

Postgraduate Institutes:
Edinburgh Business Schools
Petroleum Engineering

Heriot-Watt University
Edinburgh
EH14 4AS
Tel: 0131 449 5111
Web: www.hw.ac.uk

Napier University

A range of diploma, degree and postgraduate courses. Short courses are available through the Lifelong Learning Faculty.

Subjects include:
Accounting and Economics
Care and Nursing
Built environment
Communication Arts
Community Health
Computing
Design and media arts
Engineering
Law
Life Sciences
Management
Marketing and Tourism
Psychology and Sociology
Music

Campuses:

42 Colinton Road Campus

Craiglockhart Campus
Glenlockhart Road,

EH14 1DJ

Merchiston Campus
10 Colinton Road
EH10 5DT

Morningside Campus

Sighthill Campus
Sighthill Court
EH11 4BN

Tel: 0333 9006040

Website: www.napier.ac.uk

Queen Margaret University

A range of undergraduate and postgraduate courses included:

Business Enterprise
Media, Culture and Communication
Production, Drama and Performance
Continuing Professional Development

Queen Margaret University Drive,
Musselburgh

Eh21 6UU

Tel: 0131 474 0000

Website: www.qmu.ac.uk

University of Edinburgh

A large university with a flexible degree structure offering over 300 degree courses, including more than 200 joint degree courses, including more than 200 joint degree combinations and post graduate degrees located in 21 Schools based in three colleges:

Humanities and Social Science,
Medicine and Veterinary Medicine, and
Science and Engineering.

The Office of Lifelong Learning also provides evening and daytime courses in a wide variety of subjects.

General Enquiries
Old College
South Bridge
Edinburgh
EH8 9YL
Work: +44 (0)131 650 1000
Fax: +44 (0)131 650 2147
Email: communications.office@ed.ac.uk

University of Edinburgh
Moray House School of Edinburgh

Offers teaching, community education, TESOL and sports related courses at various levels.

University of Edinburgh
Old Moray House
Holyrood Road
Edinburgh
EH8 8AQ
Tel: 0131 651 6348
Email: education.school@ed.ac.uk
Web: www.education.ed.ac.uk

University of Edinburgh
English Language Teaching Centre

Have over 30 years' experience in providing a wide range of Academic and Specialist English courses for international students and teachers.

Office of Lifelong Learning
College of Humanities and Social Science
Paterson's Land, Holyrood Road
Edinburgh EH8 8AQ
Scotland
Tel: +44(0)131 650 6200
Email: elcinfo@ed.ac.uk
Web: www.ed.ac.uk/english-language-teaching

University of St Andrews

Full time degree courses.
A wide range of part-time special and general interest courses, including history, art and literature, run by the Continuing Education Department.

Centre for Continuing Education
66 North Street
St Andrews
Fife
KY16 9AJ
Tel: 0133 447 6161
Web: www.st-andrews.ac.uk

The Open University Scotland

Offers over 300 courses in a wide variety of subjects. You can choose to study a single course or work towards a diploma, degree or professional qualification. As students work in their own time, Open University courses are ideal for people who are unable to commit to full-time study.

Course Choice Team
10 Drumsheugh Gardens
Edinburgh
EH3 7QJ

Tel: 0131 226 3851

Email: Scotland@open.ac.uk

Web: www.open.ac.uk/scotland

Libraries

Ethnic Library Service

2 McDonald Road

Edinburgh

EH7 4LU

Tel: 0131 529 5636

Midlothian

2 Clerk Street

Loanhead

Midlothian

EH20 9DR

Tel: 0131 271 3980

Email: library.hq@midlothian.gov.uk

Web: www.midlothian.gov.uk/library

City of Edinburgh

Central Library

George IV Bridge

Edinburgh

EH1 1EG

Tel: 0131 242 8000

Web: www.edinburgh.gov.uk/libraries

Section Two – Employment

Searching for a job

Before you start your job search, be prepared to be patient. It can be time consuming, tiring, daunting and, at times, challenging. You may have to apply for lots of jobs before you are successful. Don't get disheartened but try to keep motivated. The following steps might make the process easier for you:

Set yourself goals

Setting goals will help you decide exactly what you want to achieve. Some of the things you need to consider are:

Do I want a career or a job?

Will I need childcare? What can I afford?

How many hours can I work?

Do I want to work daytimes or evenings?

Would volunteering help me to increase my skills?

How far am I prepared to travel?

Once you have considered these questions, set yourself some goals.

Recognise your own skills

Think about all the skills you have. Try to see how you will use these skills in your next job. Skills can be from previous employment, hobbies and interests, managing your home and looking after your family. We are often doing things every day which we don't realise are skills. To find out what some of your skills are ask your friends and family. Don't undervalue your skills by using phrases such as; I only..... I just....

Volunteering is often an opening to a job. It gives you valuable experience and gives you a chance to try out situation to see where you work best and what motivates and interests you.

Finding that job

Once you know what you are looking for, you need to know what job search methods are most likely to help you find it. Which newspapers and publications should you look at? Are there any websites that specifically advertise jobs in the field you are looking for?

The fact is that many jobs are not advertised. These jobs can be found by networking and directly contacting an employer. People you know can be an important source of job leads. Asking for their help is often more effective than all other job search methods.

Direct contact with employers can be an effective job search technique. A good source is the Yellow Pages. Begin by looking at front index and for each entry ask yourself, "Would an organisation of that kind need a person with my skills?" don't wait until a job is advertised before you contact the employer. Employers fill most jobs with people they meet before a job is formally open.

Job Search

- Newspapers
- On line job search
- Employment agencies
- Networking
- Libraries
- Job centres
- Trade fairs
- Employer open days
- Professional associations
- Local radio
- Telephone Directories/Yellow pages

Reactive Vs proactive
Top Employers, City of Edinburgh

NHS Scotland 20,404.
City of Edinburgh Council 17,211
The Royal Bank of Scotland 9,137
The University of Edinburgh 7,691
Halifax Bank of Scotland 6,459
Standard Life 5,929
The Scottish Government 4,847
Scottish Widows 3,667
Royal Mail 3,200
AEGON UK 2,640

Websites

There are many websites that advertise vacancies. Here are just a few.

www.scotsman.com/jobs

www.guardian.co.uk

www.tes.co.uk/jobs/

www.jobs.ac.uk

www.gov.uk

www.jobs.nhs.uk

www.myjobscotland.gov.uk

www.scotland.gov.uk

www.scotland.police.uk/recruitment/police-staff/current-vacancies/

www.jobsinscotland.com/

www.goodmoves.org.uk

www.s1jobs.com

www.indeed.co.uk

www.monster.com

www.reed.co.uk

www.totaljobs.com

A useful website of help and advice on careers is: www.myworldofwork.co.uk

The interview

At an interview the employer is trying to find out three main things:

Can you do the job?

Do you really want to do the job?

Will you fit in here?

Practise what you will say at an interview. Ask a friend or mentor to give you a mock interview and some feedback. This will help you identify what you have to offer an employer. Many things such as a polite manner, reliability and punctuality are important factors which employers are looking for in a potential employee; so don't forget to highlight these types of skills. If you have already been unsuccessful in an interview, ask the interviewers to give you feedback. What you learn will help build your confidence in attending interviews.

Interview & presentation

General

Learn about the organization

Skills, knowledge and experience comparison and understanding

Think about examples on those areas

Acceptably dressed

Be polite

Answer all members of the panel

Eye contact

Do not beat about the bush, answers are not too long or too short

Ask if you do not understand the question

What the interviewer is looking for

a. Can you do the job ? (relates to skills, qualifications, experience etc)

b. Will you do the job? (relates to motivation ,enthusiasm etc)

c. Will you fit in (relates to personality)

Tell me about yourself: why you can and will do the job and why you will fit in, not the hobbies and the family etc

Don't under estimate b and c.

What is your ideal job? Describe skills you possess, with brief illustrations, and link them to the job on offer

Why do you want to leave? Saying why the job on offer fits your skills and ambitions

How would a friend describe you – reassuring the interviewer that you can and will do the job, and that you fit in by quoting qualities and skills required for the job backed up by examples.

Who do you find difficult to work with- Starting that you have built up good relationships with a variety of people and giving specific examples. You could also illustrate an occasion where you have successfully dealt with a difficult customer or overcame a potential personality clash

What are your main weaknesses -Giving a weakness that has been rectified, perhaps through training, and which is now an area of relative strength. Try to avoid saying you are a perfectionist since everyone seems to say this.

Interview Skills Quiz

1. Which of the following is not one of the suggested strategies for preparing for your job interview:
 - a. conduct research on the company/industry
 - b. prepare answers to possible interview questions
 - c. gather key resources (extra resumes, reference list) to take with you
 - d. plan to ask about salary and benefits at the beginning of the interview
2. True or false: Wearing a formal suit is always the safest “dress for success” attire.
 - a. true
 - b. false
3. True or false: Being the most qualified candidate for the position just about guarantees you will get the job.
 - a. true
 - b. false
4. True or false: Greeting the receptionist/assistant when you arrive and treating him or her with respect is an important key to your success.
 - a. true
 - b. false
5. What are three most important keys to success in interviews?
 - a. good cologne, nice smile, fresh breath
 - b. making eye contact, showing enthusiasm, speaking clearly
 - c. fresh breath, nice smile, making eye contact
 - d. developing rapport, good posture, fresh breath
6. It’s best to arrive how early before an interview?
 - a. 1 hour
 - b. 30 minutes
 - c. 10 minutes
 - d. 1 minute

7. True or false: You should use only examples from your actual work experience to answer the question during a job interview.
 - a. true
 - b. false

8. The best thing to do in an interview when you get a question that stumps you temporarily is:
 - a. sit there and just stare at the interviewer
 - b. keep saying, "good question, good question"
 - c. respond with, "I just really can't answer that"
 - d. paraphrase the question while giving yourself time to think

9. When the interviewer asks you the question, "tell me about yourself," s/he really wants what in response?
 - a. a 10-minute detailed story of your life, from birth to present
 - b. a concise narrative of your personal and professional background and goals and how they relate to the job at hand
 - c. a short narrative of your personal life, leaving nothing to the imagination
 - d. a long-winded account of your last vacation

10. How should you respond to the question, "where do you see yourself in five years?"
 - a. "I just want to be at a place in my life when I'm happy with who I am -- the job I'm doing would have to support that."
 - b. "I could see myself starting my own business."
 - c. "I would hope I am still with this organization in a position of increased responsibility, making a vital contribution to its success."
 - d. "I just want to have a steady income that I am satisfied with and that allows me to be financially independent."

11. The best way to answer the question, "Why do you want to work for our company," is by saying:

- a. "You've been the market leader for the past five years because of the reputation of your products and quality of customer satisfaction and I would like to contribute my services to continue the organization's successes."
- b. "You've been the market leaders for the past five years, and I think it would be really great for my career to work for your organization."
- c. "I love the fact that I can dress in jeans every day and that the office is only a five minute bike ride from the beach."
- d. "I'm really attracted by the great salary and benefits your company offers."

12.If you are returning to the workforce or have gaps in your employment history and are asked about what you were doing during that time, you should:

- a. talk about volunteering or consulting work you completed
- b. mention that being a parent takes top priority in your life
- c. discuss the long mourning period over the loss of a loved one
- d. state that you tend to need breaks between jobs

13.True or false: No matter what, you should always ask a question when the interviewer asks if you have any questions about the job or the company.

- a. true
- b. false

CV & Application

Application Tips

1. Read the covering letter
2. Read application guidance
3. Note down Main job aspects
4. Note down Main skills and experience

5. Study the application and find where to input that information
6. Find where to add the rest of the information that is not already gone on to the application

Notes on CV building

CV Fundamentals

The Why, What, Who and How of CVs

Why do you need a CV?

If you're trying to introduce yourself to a business or organisation, a CV is a straightforward way to let them know you exist and that you have skills and experience which may be of use to them.

What is a CV for?

Its main purpose is to get you a meeting or interview with someone relevant to finding you a suitable role. The CV is a sales document. Think of it as the glossy brochure that makes someone want to find out more information about the product - you.

Who will read it?

Anyone involved in your job hunt. This can include network contacts, recruitment consultants, Human Resource professionals, Talent or Resource Managers, or just a temp bought in to go through a pile of 300 to whittle it down to 50. Your CV has to be understood by all of them, so before you write it, make a list of the people who may read it. When you've finished your CV, check it meets their needs of the people on your list.

How long will they spend reading it?

For professionals whose job involves reading CVs, this may be only a few seconds. This is why the first impression and the information on the top half of the first page is crucial to gain their interest. Keep the length reasonable - you should be able to get the relevant information into two pages. If you're selected for interview, the recruiter will then spend much longer reading your CV prior to the interview. Hopefully your CV will make them look forward to meeting you.

The main points of a CV

Contact Details

It's obviously very important that these are accurate. And make sure you list the best way to contact you. For example, don't put your mobile phone number if you don't always carry it with you. Or better still get in the habit of having it with you!

Profile

This is a short statement about you at the top of the CV. It helps the reader understand who you are quickly, and hopefully will make them want to spend more time reading the rest of your CV.

Skills and Achievements

This is essential to a successful CV. You can either list them separately to your career details, include a short section of around six key skills to highlight at the top, or include them within the relevant sections of your career history.

Career History

Your most recent role comes at the top, and the others in order below. Generally you won't need to go back further than 15 years. Breaking up long periods with one employer into different job roles can help explain your work more clearly. If adding to an existing CV, ensure the style is consistent, and edit and cut back on early work to make it relevant.

Qualifications

List your relevant academic qualifications. Don't include too much detail unless the qualification was gained in the last five years. You can also include training courses and can then entitle the section 'Professional Qualifications and Training'.

Personal Details

This is where you would put your age, nationality, driving license, marital status etc if you want to include it.

Hobbies and Interests

There is some debate about the relevance of this to a CV but it can help the reader think of you as a person rather than a list of job information. It may also raise questions in the interview, so be truthful!

Summary

A CV is a tool to help you in your job hunt and career. You are the best person to write it, as you know the most about its subject. Think about what you want it to achieve, and then write with that goal in mind. You will probably need to tailor it for different opportunities, and it will almost certainly evolve and improve as your job hunt progresses.

Planning Your CV

Preparation and planning are key to career success. Even if you have a CV, it's worth going through this exercise to check it covers everything needed.

Types of CV

Choose a layout that best displays your important attributes. Here are a number of types of CV, along with downloadable examples of each.

Historical CV

If you're applying for a role that leads on from your last job, this needs to be prominent on your CV. A standard CV shows a reverse chronological list of your working career. It may also highlight Key Skills and Achievements above the Career History section. This type of CV is used in over 95% of situations.

Other types of CV you may consider are:

Skills-based

Highlights your skills and capabilities, followed by the historical details. These CVs are helpful where a career change is involved and transferable skills need to be emphasised.

Academic

These are suitable for detailing any published papers, patents and symposia. It contains more details of education and may be longer than standard. It is important to match it to the recruiter's expectations.

Technical

These are often used in IT and Design situations. They combine a historical or single page CV with a summary and examples of capability, and allows you to show examples of technical or creative work.

Single page CV

This is just a simple list of your CV's key points. Although less detailed than others, it can play an important role in your campaign (e.g. for networking or consulting)

Design and Appearance

Recruiters are often looking at a large number of CVs, so a conventional structure with strong content tends to be the best way to stand out.

There are many things to consider. Make sure your design will work both on screen and on paper. Use a sans serif font such as Arial or Verdana, and use 11 or 12-point type. Use the same font throughout and use a larger size for your name at the top. Titling it Curriculum Vitae will waste space, so start with your name. Use bold for emphasis, and avoid underlining as this does not read well on screen.

Think about how you're going to use the paper, and avoid templates that don't utilise the space well.

Length

If you can't say it in one, two pages are ideal. Get your message across succinctly. If your work is technical, you may need to include an appendix. If you are a Senior Director and your last three roles had many relevant responsibilities, you may need to go to three pages. But do consider the reader.

If your CV is longer than two pages, it's probably because you've been adding more information at the top without removing out of date details from the end.

Appendices

With two pages it can be difficult to get technical information across. This can be added in a one or, at most, two page appendix. Also if you're submitting a CV to a recruitment consultancy where it is likely to be key worded and rated, you can include a one-page skills list with a grading e.g. debtor management - very good; Sage software - Excellent.

Phrasing

Try to use first person phrasing, but remove the 'I'. For example, 'I increased profitability...' Becomes 'Increased profitability...'

Use strong action verbs to start the sentences e.g. reduced, saved, improved, negotiated, etc.

CV Content

Content is the real key to success, so put yourself in the recruiter's place and provide the information that best shows your suitability. In particular, there may well be achievements from your last role that are directly relevant to the new one.

CV Guidelines from Virgin

We want to be able to clearly – and quickly – understand what makes you stand out from the crowd, and to see where you could fit within the Virgin Group. And the easiest way for us to see whether you could be Virgin, is through your CV. So here are some helpful guidelines on how to write a really good one.

Some general pointers...

- We just don't have time to read CVs that resemble War & Peace. Keep yours concise – ideally no more than two pages
- Clarity is important too – use headings so we can see what's what at a glance
- It doesn't take long to do a spell check, so make sure you do
- Use an easy-to-read font, in a reasonable size, and steer clear of wacky colours
- Don't leave gaps – if you spent six months trekking through the jungle of Borneo, we want to know about it.

The personal bit...

- We don't need to know everything about you, so don't include things like your gender, date of birth, age, and family status...
- But we do need to know how to contact you, so always include your name, address, phone number and email address
- And if you'd prefer us to contact you one way rather than another, let us know.

The bit where you tell us about your work experience...

- If you're coming straight from school or college, we'll be interested in hearing about all the work experience you've had so far
- If you've already got plenty of experience under your belt, just stick to the roles that are most relevant
- List your most recent experience first
- Try and cover your experience in short sentences or bullet points (your CV might end up looking a bit like this guide)
- Highlight your responsibilities, the skills you developed, and the impact you made.

The bit where you tell us about your education...

- We'll want to know about all the qualifications you've gained, including your grades
- You might have achieved qualifications outside of school or college, list these too (if they're relevant – Brownie/Scouts badges probably aren't).

The bit where you cover everything else...

We want to know what makes you tick, so if you've got anything interesting to say that doesn't fall into any of the above, this is the place to make sure we know about it. Things like...

- Do you speak another language (or two)?
- Have you ever volunteered?
- Got hobbies that you're passionate about?

Plan your CV – Profiles

The profile goes at the top of your CV directly under your contact details. Its aim is to quickly gain the readers full attention and interest them in reading more about you. It describes you succinctly and puts the CV in context. The format is

usually about 30 words, includes your job role and some of the key points that are most relevant to your potential future employers.

- An experienced job title/descriptive phrase providing.....
- Results driven with a proven record in key skill and key skill.

Try to avoid common general phrases such as good team player, works well under own initiative or as part of a team, with good communication skills, excellent manager etc There is nothing wrong with these but regular CV readers see them so often they cease to have any impact and are largely ignored.

Ensure your description is more original and showcases your main talents and achievement - all in 30 words or less! The profile can be a hard place to start your CV it is often easier to go back to it when you have finished the main part of your CV. Similarly with the Key Skills and Achievements section you can select these from your career history.

If you have a great unique selling point (USP) on your CV you may touch on this in the profile, include it in the Key Skills and Achievements and in your Career History. Aim to reinforce the point avoiding repetition.

Examples

Business Analyst

A professional and highly motivated Business Analyst possessing first-class analytical, design and problem solving expertise combined with a track record in building relationships. An innovative and positive creative thinker with excellent attention to detail. (34)

Scientist

An innovative scientist with experience in biological systems, developing ideas and concepts and managing projects. Creative, self motivated and pro-active she has a proven ability to take concept and turn it into a deliverable through efficient project management.(38)

Maintenance Engineer

A skilled Maintenance Engineer, well motivated and conscientious with considerable experience of Industrial and Production Engineering processes, gained within a wide range of different industries. (25)

IT Business Manager

An experienced Business Intelligence Consultant with a specialist focus on data warehousing and business intelligence solutions. Excellent customer-contact skills with the ability to relate well at all levels. In depth knowledge of the business travel sector, with particular emphasise on management information and the corporate card market. (47)

Stores Person

Stores Person with 10 years experience in a light engineering firm. Experienced in goods inward, despatch and stock control methods. (20)

Project Manager

A qualified PRINCE II Practitioner with a proven ability to lead and motivate multidisciplinary teams. Successfully formulating and delivering change within time, budget and strategic constraints. Combines interpersonal, planning and control skills with IT development expertise. Adept at maintaining credibility, strength of character capable of managing complex relationships.(48)

Qualified Person

An experienced pharmaceutical professional from a broad technical background promoted through supervisory and managerial positions culminating in Qualified Person status within a Quality function. Has an attitude of continuous improvement in the pursuit of excellence. (35)

Software Developer

A highly self-motivated professional with experience in a wide range of aspects of IT support, specialising in Software analysis and development, mainly Oracle. Adaptable and resourceful with good analytical problem solving skills. (32)

Electronic Technician

A resourceful Electronic Technician within a light engineering and manufacturing facility. Experienced in production, development and maintenance environments. (18)

Sales Professional

An enthusiastic and successful Sales Professional used to delivering excellent customer service and exceeding sales targets through the management of an area, and of key accounts. (26)

Effective Letter Writing

Often letters or emails are the first impression a potential employer will get of you. So never use a photocopied standard letter or one that looks like a glorified compliment slip. A well-written, tailored letter alongside with CV can really sell yourself as the ideal candidate.

If you are making a direct approach;

- is your letter crystal clear about how you could benefit their organisation?
- does your letter focus on what you have to offer them rather than what you will gain from the job?

If you are responding to a job advertisement;

- did you quote the job title and job reference clearly?
- have you demonstrated how well you measure up to any specific requirement that they list as "essential"?
- have you been positive?

Using Personal Contacts

Many people hear about vacancies and find work at all levels through personal contacts. A surprisingly large number of jobs are never advertised and, unless people know about you, you will never be considered for them. Building and maintaining contacts can help you to discover opportunities before they are advertised. You may hear of vacancies that have arisen because someone has left, been promoted, gone on maternity leave or because the company has expanded.

Approaching Recruitment Companies

Employers come to these agencies if they want to recruit. The agency are given a brief, which they use to write a job ad, put together a shortlist and, in many occasions, even carry out initial interviews.

Mentoring

Having a mentor can help you with all of the stages involved in job searching. A mentor can support you in the decision making process; by increasing your network of contacts; by helping you with the application process, and by giving your tips and practise on interview skills and techniques.

LINKnet Mentoring Ltd
31, Guthrie Street
Edinburgh
EH1 1JG
Tel: 0131 261 4463
Email: enquiries@linknetmentoring.com
Web: www.linknetmentoring.com

Vocational Training and Advice

Bridges Project

Bridges Project is a charity which provides a number of services to assist young people manage transitions into adulthood and life beyond school. We work across East Lothian and Midlothian. Our services are offered on a voluntary basis and are free and confidential.

Our objectives are to assist young people with:

- improving their employability, training and education related skills

- managing their move to independent living
- developing skills which will help them to manage a job, house, relationships etc
- becoming active members of their community
- realising their potential

Bridges Project

Unit 1

Bogpark Road

Musselburgh

East Lothian

EH21 6RT

Tel: 0131 665 1621

Web: info@bridgesproject.org.uk

Employment Academies

Sector-based work academies are designed to help meet employers' immediate and future recruitment needs as well as to recruit a workforce with the right skills to sustain and grow their business.

A sector-based work academy can last up to 6 weeks and has 3 main components:

- pre-employment training – relevant to the needs of the business and sector
- a work experience placement – of great benefit to both the individual and a business
- a guaranteed job interview

Sector-based work academies are available in Scotland funded through the Scottish government or other partner organisations.

To find out more contact your local Jobcentre Plus employer engagement team.

Telephone: 0345 604 3719

Textphone: 0345 608 8551

Welsh language: 0345 604 4248

Monday to Friday, 8am to 6pm

[Find out about call charges](#)

Skills Development Scotland

Skills Development Scotland (SDS) is the national skills body supporting the people and businesses of Scotland to develop and apply their skills.

SDS plays a key role in driving the success of Scotland's economic future, working with partners to:

- Support individuals to reach their potential
- Help make skills work for employers
- Improve the skills and learning system.

SDS is preparing Scotland's workforce to maximise opportunities in today's dynamic world.

79 Shandwick Place,

Edinburgh,

EH2 4SD

Tel: 0800 917 8000

Web: www.skillsdevelopmentscotland.co.uk

EVOC- Edinburgh Voluntary Organisations Council

Edinburgh Voluntary Organisations' Council – EVOC – helps to support, develop and promote the interests and work of voluntary and community organisations in Edinburgh.

It does this by:

- Providing services that enable voluntary sector organisations to thrive
- Working to influence the statutory sector in the creation of conditions that will allow the voluntary sector to flourish

Short courses and accredited learning for employees and volunteers working with the voluntary sector within Edinburgh

14 Ashley Place,
Edinburgh,
EH6 5PX

Web: www.evoc.org.uk

Jobcentre Plus

Assisting people to get back into employment. A range of workshops, job search tools, help identifying suitable jobs and careers, assistance with job applications and interviews.

Edinburgh Torphichen St. Jobcentre Plus

24-26 Torphichen Street
Edinburgh
Scotland
United Kingdom
EH3 8JP

Tel: 0131 456 5200

Leith Jobcentre Plus

1-3 Leith Walk
Leith
Edinburgh
Scotland
United Kingdom
EH6 8TD

Tel: 0131 456 4200

Portobello Jobcentre

21-23 Windsor Place

Portobello
Edinburgh
Scotland
United Kingdom

EH15 2AF
Tel: 0131 456 4800

Edinburgh City Jobcentre Plus

11-13 South St Andrew Street
Edinburgh
Scotland
United Kingdom

EH2 2BT
Tel: 0131 456 3300

Edinburgh High Riggs Jobcentre

20 High Riggs
Edinburgh
Scotland
United Kingdom

EH3 9HU
Tel: 0131 456 4000

Midlothian Training Services

Midlothian Training Services has a number of programmes available depending on the individual needs of the young people:

Midlothian Training Services,
76 High Street, Bonnyrigg,
EH19 2AE
Tel: 0131 270 5720
Email: mts@midlothian.gov.uk
Website: www.midlothian.gov.uk

Sikh Sanjog

Provides advice, information, activities and an employment guidance service to members of Sikh and ethnic minority communities

130 Leith Walk,

Edinburgh,

Midlothian EH6 5DT

Tel: 0131 553 4737

Website: www.sikhsanjog.com

Women onto Work

Pre-vocational courses for women finding it difficult to access work or training.
Free childcare and training

Norton Park

57 Albion Road

Edinburgh

EH7 5QY

Tel: 0131 475 2622

Email: mail@womenontowork.org

Web: www.womenontowork.org

Section Three- Personal development

Social Support Agencies

Housing

Advice and information on housing options. Advice and support for homeless people, including assessment of priority need for housing. The main information source for housing options is

Housing Options Teams

1 Cockburn Street

Edinburgh

EH1 1BJ

Tel: 0131 529 7342, 0131 529 7368

Email: housingoptions@edinburgh.gov.uk

Web: www.edinburgh.gov.uk/housingoptions

Positive Action in Housing

We offer advice, information and support to people from new migrant, refugee and minority ethnic communities. We run a free, confidential and impartial casework service for those facing poverty, homelessness, racism or poor housing. We run a Hardship Fund and provide emergency shelter and practical resources for destitute asylum seekers and their families.

We provide volunteering and sessional work opportunities. We support human rights and anti-racist campaigns. We inform social policy from a user-led perspective. We offer training, consultancy and best practice guidance to Registered Social Landlords, voluntary organisations and minority ethnic/refugee organisations

98 West George Street

Glasgow G2 1PJ

Tel: 0141 353 2220

Email: home@paih.org

Website: www.paih.org

Homelessness

Local authorities have a legal duty to help homeless people. Firstly by interviewing them and assessing their housing situation, secondly, by offering them temporary or permanent accommodation.

You can drop in during working hours or make an appointment to speak to someone at the Housing Options Team.

1 Cockburn Street
Edinburgh, EH1 1BJ
0131 529 7368

For housing, social work and health assistance the Access Point
23 Leith Street
Edinburgh EH1 3AT
0131 5297438

If you need emergency housing after working hours, you can call the Out of Hours Service free phone.
0800 032 5968

Furniture

Edinburgh Furniture Initiative

Gives away furniture at no cost to those who meet their criteria

Website: www.foursquare.org.uk

Canonmills Superstore:
A: 67 Logie Green Road,
Edinburgh,
EH7 4HF
Tel: 0131 557 7900

Sighthill Superstore:
A: 5 Bankhead Medway,

Edinburgh,
EH11 4BY
Tel: 0131 450 3900

Interpreting and Translation

Alpha Translating Service

18 Haddington Place
Edinburgh
EH7 4AF
Tel: 0131 558 9003
Website: www.alpha.co.uk

Fife Community Interpreting Service

8 Mitchell Street
Kirkcaldy, KY1 1BD
Tel: 01592 261900 (24 hour answering service)
Fax: 01592 263811
Website: www.fcis.org.uk

The Interpretation and Translation Service (ITS)

The Interpretation and Translation Service (ITS) provides interpretation and translation in many community languages, Braille, tape, large print and British Sign Language.

Central Library
George IV Bridge
Edinburgh
EH1 1EG
Tel: 0131 242 8181

Older People

Age Concern Scotland and Help the Aged

Tel: 0845 833 0200

Web: www.ageconcernandhelptheagedscotland.org.uk

Alzheimer Scotland

Tel: 0808 808 3000

Web: www.alzscot.org

Care Inspectorate

Tel: 0845 603 0890

Web: www.scswis.com

Elderly Accommodation Council

Tel: 0800 377 7070

Web: www.eac.org.uk

Equality Scotland

Bield is part of a joint Equal Opportunities programme with Hanover (Scotland) Housing Association Ltd and Trust Housing Association Ltd

Tel: 0131 444 1200

Web: www.equalityscotland.com

Mental Welfare Commission

Tel: 0131 313 8777

Web: www.mwscot.org.uk

The Scottish Helpline for Older People

Tel: 0800 4 70 80 90

Web: www.olderpeoplescotland.co.uk

Edinburgh Chinese Elderly Support Association (ECESA)

The aims of the Association are to relieve poverty, further the health and advance the education of persons within the Chinese community in the City of Edinburgh

and the Lothians and to promote racial harmony within the wider community in Lothian. Day care is provided two days per week. Lunch club once a week.

25 Home street
Edinburgh
Postcode
EH3 9JR
Tel: 0131 228 5808
Email: info@ecesa.org.uk

Milan

For Asian people over the age of fifty, from India, Pakistan, Bangladesh and Mauritius, who live in Edinburgh and the Lothians. Social, cultural, recreational, language, information, advice and care services.

Norton Park,
57 Albion Road,
Edinburgh,
EH7 5QY
Telephone: 0131 475 2307
Website: www.milanswo.co.uk

Domestic Abuse

Shakti Women's Aid

Shakti provide support to all women and their children from all black minority ethnic groups, experiencing or fleeing domestic abuse including abuse by partner, husband, ex-partner or other family members. Also support women fleeing forced marriage. Offer support to women from a range of religious backgrounds.

Norton Park
57 Albion Road
Edinburgh
EH7 5QY
Tel: 0131 475 2399

Email: info@shaktiedinburgh.co.uk

Website: www.shaktiedinburgh.co.uk

Scottish Domestic Abuse Helpline

Help is at hand for all abuse cases on 0800 027 1234

Edinburgh Women's Aid

Information, support and refuge (if needed) to women and any accompanying children experiencing domestic abuse.

4 Cheyne Street,

Edinburgh,

EH4 1JB

Tel: 0131 315 8110

Email: info@edinwomensaid.co.uk

Website: www.edinwomensaid.co.uk

Women's Aid- East and Midlothian

A confidential service that provides valuable information, support and temporary accommodation to women and their children who have experienced domestic abuse.

Email: info@womensaideml.org

Dalkeith Office

29a Eskbank Road

Tel: 0131 663 9827

Penicuik Office

10 Carnethy Avenue

Tel: 01968 670970

West Lothian Women's Aid

West Lothian Women's Aid offers a confidential service that provides valuable information, support and temporary accommodation to women and their children who have or are experiencing domestic abuse.

92 Ivanhoe Rise

Dedridge

Livingston

EH54 6HZ

Tel: 01506 413721

Email: info@wlwa.org.uk

Immigration, Asylum, Racial, Discrimination and Racial Harassment

FRAE Fife

Fairness, Race Equality and Awareness Fife

Training and support for people from black and ethnic minority communities.

1 Victoria Road

Kirkcaldy

KY1 1DT

Tel: 01592 204005

E-mail: admin@fraefife.co.uk

Website: www.fraefife.com

Edinburgh and Lothian Racial Equality Council (ELREC)

14 Forth Street

Edinburgh

EH1 3LH

Tel: 0131 556 0441

Email: admin@elrec.org.uk

Web: www.elrec.org.uk

Scottish Refugee Council

Provides advice sessions and help for new arrivals to Scotland to claim asylum and access support. Assistance on accommodation, support, special needs, health issues, legal support, racial harassment, domestic violence, housing, employment and education.

5 Cadogan Square

Glasgow

G2 7PH

Telephone: 0141 248 9799

Fax: 0141 243 2499

Email: info@scottishrefugeecouncil.org.uk

Website: www.scottishrefugeecouncil.org.uk

To make an appointment during office hours call on 0141 248 9799

Pakistan Society

Information, advice and advocacy. Can provide interpreting and translation

145 Buccleuch Street

Edinburgh

Eh8 9NE

Tel: 0131 662 9446

Victim Support

Victim Support Scotland is the lead voluntary organisation in Scotland helping people affected by crime. It provides emotional support, practical help and essential information to victims, witnesses and others affected by crime. The service is free, confidential and is provided by volunteers through a network of community based victim and youth justice services and court based witness services.

15/23 Hardwell Close
Edinburgh
EH8 9RX
Telephone: 0131 668 4486
Fax: 0131 662 5400
Email: info@victimsupportsco.org.uk
Website: www.victimsupportsco.org.uk

Health and Welfare

Disability Service Team (Jobcentre Plus)

A Disability Employment Adviser (DEA) at your local Jobcentre can help you find a job or gain new skills and tell you about disability friendly employers in your area.

They can also refer you to a specialist work psychologist, if appropriate, or carry out an 'employment assessment', asking you about: your skills and experience
And what kind of roles you're interested in.

Ask to speak to a DEA at your local Jobcentre

Nari Kallyan Shangho

Nari Kallyan Shangho (NKS) is a health and welfare organisation working for South Asian women and their families living in Edinburgh. The vision of the organisation is to improve the quality of life for South Asians and the mission is to provide a common platform for South Asian women to act collectively to raise health and welfare issues of relevance to them.

Darroch Annexe
7 Gillespie Street
Edinburgh
EH3 9NH
Tel/Fax: 0131 221 1915
Email: nks@nkshealth.co.uk
Website: www.nkshealth.co.uk

Saheliya

Safe and confidential service which supports the mental health and well-being of black and ethnic minority women in Edinburgh. Free crèche. Most of the main community languages are spoken.

125 McDonald Road

Edinburgh

EH7 4NW

Tel: 0131 556 9302

fax: 0131 476 8429

Email: info@saheliya.co.uk

Web: www.saheliya.co.uk

Health in Mind

Health in Mind is a charity promoting positive mental health and wellbeing in Scotland

40 Shandwick Place

Edinburgh EH2 4RT

Tel: 0131 225 8508

Fax: 0131 220 0028

Info-line: 0131 243 0106

Email: contactus@health-in-mind.org.uk

Web: www.health-in-mind.org.uk

Minority Ethnic Health Inclusion Project

Provides a multi-lingual Link worker/Advocacy service in primary and community care across Lothian. MEHIS has: Indian /Pakistani Linkworker, Bangladeshi Linkworker, African Linkworker, Arabic Linkworker, Chinese Linkworker Provides advice, information and support to NHS service providers and to minority ethnic communities including refugees and asylum seekers across Lothian Promotes anticipatory care and tackles health inequalities

MEHIP

39 Ardmillan Terrace
Edinburgh
EH11 2JL
Tel: 0131 536 9544
Fax: 0131 537 7565
Email: smita.grant@nhslothian.scot.nhs.uk
Web:

General Advice and Support Groups

Citizen Advice Bureau

Free, confidential, independent, impartial advice on a wide range of topics including benefits, debt, law etc. Offices all over Scotland

Citizens Advice Scotland
1st Floor, Spectrum House
2 Powderhall Road
Edinburgh
EH7 4GB
Tel: 0131 550 1000
Fax: 0131 550 1001
Email: info@cas.org.uk
Web: www.cas.org.uk

Dosti

Support group for ethnic minority women, particularly Muslim women, who live in Leith and the surrounding area. Educational and leisure activities for women and children.

40 Maritime Street
Edinburgh
EH6 6SA
Tel: 0131 553 2189

Home- Start

Home-Start Edinburgh West and South West is based in Gorgie and provides support to families across the West and South-West Neighbourhoods of Edinburgh.

Our Home-Start scheme (formerly Home Start Edinburgh South Central) was founded in 2000 and has 14 years experience of supporting families and volunteers in the local community.

We are a small, friendly team of three part-time staff consisting of a Senior Co-ordinator, Co-ordinator, and Administrator. We are managed by a dedicated team of trustees who give their time to oversee the development and financial management of the team.

Our fantastic volunteers provide on-going support to families, and we also run a baby PEEP group and an information group for parents. Last year we supported 56 families with one-to-one support in their own homes, and 57 families came to our PEEP groups. Details of these groups can be found by visiting PEEP Groups and Parent Information Point pages.

You can contact us by either:

Phone: 0131 3472881

Email: help@hsew.org.uk

Post: 108a-110a Gorgie Road, Edinburgh, EH11 2NP