



Activity 3 – Translating Skills into Employability

Peter's Challenge

Peter is a Level 4 student studying at university.

He has decided to apply for a **Customer Service Assistant** role with a large healthcare organisation.

Peter thinks he has "no experience", but he has completed almost a year at university.



Can you help Peter demonstrate that he already has valuable skills?

The Job Advertisement

Customer Service Assistant

We are looking for someone who can demonstrate:

- ✓ Excellent communication skills
- ✓ Ability to work as part of a team
- ✓ Good organisational and time management skills
- ✓ Ability to solve problems
- ✓ Confidence using digital systems
- ✓ A positive and professional attitude

Peter's University Experience

During his first year Peter has:

- Delivered a group presentation.
- Written several academic assignments.

- Worked with other students on a group project.
- Balanced university alongside a part-time retail job.
- Used Microsoft Office, Moodle and online library databases.
- Received positive feedback for meeting assignment deadlines.

Task 1

Match Peter's university experiences to the employer's requirements.

Employer wants... Peter's evidence

Communication	
Teamwork	
Organisation	
Problem solving	
Digital skills	
Professional attitude	

Task 2

Peter has completed his application...

Unfortunately, his answers are not very convincing.

Can you improve them?



Example 1

Employer asks

Describe your communication skills.

Peter writes

I did a presentation at university.

Challenge

Rewrite Peter's answer so it sounds more professional.

Example 2

Employer asks

Tell us about your organisational skills.

Peter writes

I always handed my work in on time.

Challenge

Improve Peter's answer.



Example 3

Employer asks

Describe a time you solved a problem.

Peter writes

Sometimes our group couldn't agree.

Challenge

Make this answer stronger.

