



## Careers Newsletter

6 May 2020

**Disclaimer** – all information is printed in good faith

It is the responsibility of the student to confirm all details with the appropriate institution.

To contact Ms Janes please call 9414 4377 or email [djanes@stpiusx.nsw.edu.au](mailto:djanes@stpiusx.nsw.edu.au)

### **JobJump - Parents and students please watch YouTube video and sign up**

Sign up to JobJump for information about tertiary study options, ATAR's and apprenticeship and TAFE information. Create a resume, sign up for news alerts.

To register go to <https://www.jobjump.com.au/>

Search school – St Pius X Chatswood

Register with an email address (use a private address, not spx)

Password – pius (lower case)

**Parent information:** <https://www.youtube.com/watch?v=fZoyckJwvVg&feature=youtu.be>

### **UTS | Undergraduate Business Webinars**

5 May 2020, 4:00 pm - 14 May 2020, 5:00 pm

Online

UTS are holding a series of online information sessions about their undergraduate business degrees, including Management, Economics and Accounting.

Learn about your single and combined degree options as well as extra-curricular activities and internship opportunities within UTS Business School.

Find out more: <https://www.uts.edu.au/future-students/undergraduate/our-courses/find-right-course/events-and-info-sessions>

### **Crimson Chats: An Online US & UK Uni Discussion**

5 May 2020, 5:00 pm - 29 December 2020, 6:00 pm

Online

Are you a student, parent or educator and wanting to chat about the US and UK university pathway?

Join a weekly conference call to get your questions answered by Crimson staff or hear about the journey of recent admits to leading universities.

The topics we cover completely depend on what you're looking for answers to but our team will be able to cover topics including:

- The US or UK application process
- The academic standards to aim for
- Extracurricular examples or ideas
- The impact of COVID-19 on applications
- Sport scholarship pathways

# *Liberating Education*

- Applying for financial aid
- The benefits of studying overseas
- Employment opportunities for Aussies overseas
- University strengths and cultures
- Crimson Education services and more!

Find out more: <https://www.eventbrite.com/e/crimson-chats-an-online-us-uk-uni-discussion-registration-101689086796>

## **SCU | Online Info Session**

6 May 2020, 10:00 am

12 May 2020, 5:00 pm

Online

Considering your study options after Year 12? Register for SCU's Online Info Session with live Q&A. Starting your study online doesn't mean you're on your own. We are here to support and guide you every step of the way. We understand the journey to university is not the same for everyone. At the Online Info Session, we will share the information that's relevant to you.

Find out more: <https://www.scu.edu.au/discover/>

## **University of Sydney | Webinars and Q&A Sessions**

6 May 2020, 4:00 pm - 7 May 2020, 6:00 pm

Online

In light of COVID-19 developments, the University of Sydney are not holding any face-to-face events in the short term.

However, they are holding several online events where you can learn all about the ins and outs of life and study at the University of Sydney. The webinars will be held on the following topics:

- Early Offer Year 12 (E12): How to Apply
- Scholarships
- All things Sydney
- Student Stories
- Meet a (Law) Student: Live Q&A

Find out more: <https://www.sydney.edu.au/study/events-for-prospective-students/undergraduate.html>

## **Macquarie | Year 10 Subject Selection Online Information Session**

6 May 2020, 6:00 pm

Online

What subjects should you choose to study in Years 11 and 12 so that you can enter the degree you want? Macquarie University understands how overwhelming it can be to make decisions that have such a big impact on your future, which is why we're inviting you and your parents to our Year 10 Subject Selection Information Session. This event will feature a series of short talks to explain how subject selection relates to university admission. Plus, you'll have plenty of opportunities to ask questions to help you decide on your units.

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Find out more: <https://app.livestorm.co/macquarie/mqsc-year-10-subject-selection-information-session>

## **Elevate Education | Parent Webinar**

6 May 2020, 6:00 pm

Online

Elevate is an award-winning organisation that has been working with your child's school to help them become more effective learners. We realise that these are uncertain times and students may be increasingly working independently at home. How effectively they revise and prepare is key to their success in the next few months.

Join us for an exclusive webinar where we will show you – as parents – the crucial study skills your child needs to achieve their best and how you can reinforce that at home.

Find out more: <https://www.elevatecoaching.info/parent-webinar-aus/>

## **EducationUSA | Virtual College Fair**

7 May 2020, 4:00 pm

Online

Learn about studying in the United States! Join the EducationUSA Team and 20 U.S. colleges and universities for the EducationUSA Virtual Fair.

Find out more: <https://educationusa.state.gov/events/online-only-educationusa-virtual-college-fair-may-7>

## **UON | Parents Info Session Online**

13 May 2020, 6:00 pm - 7:00 pm

Online

Join us online to hear from our expert staff on the following topics:

- How to Apply
- Admissions 101
- Our Pathway Programs
- Student Services and Support

Don't worry, we'll leave plenty of time at the end to answer all of your questions.

Find out more: <https://www.newcastle.edu.au/study/undergraduate/parents-and-teachers/parents-info-session-2020>

## **ACAP | Experience ACAP – Criminology**

14 May 2020, 2:00 pm

Online

Immerse yourself in a unique learning experience. These sessions simulate a real-life classroom experience where an ACAP academic will engage you in a specific subject.

In this session, senior lecturer Matthew Thurgood examines societal understandings of crime, mental illness, punishments and the ways in which these perceptions are shaped. You will be invited

to consider the effect of different forms of media – from news and television programming to social media.

Find out more: <https://www.acap.edu.au/home/online-events/>

## **Notre Dame | Getting to Know Nursing Webinar**

14 May 2020, 5:00 pm - 6:00 pm

Online

Then join us live online to hear from our Dean of Nursing as well as current students. You will learn more about what to expect from the Bachelor of Nursing degree at Notre Dame.

Find out more: <https://www.notredame.edu.au/events-items/getting-to-know-nursing-webinar>

## **ACAP | Experience ACAP – Psychology**

19 May 2020, 2:00 pm

Online

Immerse yourself in a unique learning experience. These sessions simulate a real-life classroom experience where an ACAP academic will engage you in a specific subject.

This session explores the Gargasoulas case from a psychology perspective and provides insight into how sanity and insanity plays out in a legal context, how we define mental illness and what research tell us about dangerousness and mental illness.

Find out more: <https://www.acap.edu.au/home/online-events/>

## **ACAP | Experience ACAP – Counselling**

20 May 2020, 2:00 pm

Online

Immerse yourself in a unique learning experience. These sessions simulate a real-life classroom experience where an ACAP academic will engage you in a specific subject.

This session provides students with an insight into counselling in the 21st century including new and exciting areas that are evolving in the counselling field such as, online therapy, trauma-informed care framework and links with neuroscience.

Find out more: <https://www.acap.edu.au/home/online-events/>

## **CQUni | Virtual Open Day**

1 August 2020, 9:00 am - 12:00 pm

15 August 2020, 9:00 am - 12:00 pm

Online

We're creating a virtual Open Day experience to support you in planning for your future.

Join us online in the comfort of your living room and connect with CQUni's expert teaching staff, discover our huge range of TAFE and university courses, and learn more about our outstanding range of online and on campus support services.

Our expert team will be available to chat directly with you to provide career advice and scout out the best study options for you.

# *Liberating Education*

Whether you are looking to study online or on campus, with over 40 years' experience in distance education, we're ready to provide you with a quality virtual learning experience.

Find out more: <https://www.cqu.edu.au/events/event-items/open-day/virtual-open-day>

## **Contemporary Music Workshop Online at Sydney Con**

4 June 2020, 4:00 pm - 6:00 pm

Online

If you're studying (or planning to study) HSC Music 1, or if you're thinking about studying Contemporary Music at the Sydney Conservatorium of Music, this workshop is designed for you.

Good, distinctive lyrics can really distinguish your songs from others. In this workshop we will look at useful ways to help you generate great lyrics and melodies for your songs. Led by Conservatorium popular music experts Toby Martin and Jadey O'Regan, we will also look at song structures: another useful device to help you tell stories with your music. No tech required other than your musical ideas, a pencil and paper.

Find out more: <https://www.eventbrite.com.au/e/contemporary-music-workshop-at-sydney-con-registration-103309306918>

## **Billy Blue | School Holidays Workshop**

11 July 2020, 9:00 am - 3:00 pm

Billy Blue College of Design, Ultimo

Still deciding which creative course or career to aim for? Spend a day with us, at Uni, and discover what a day in the life of a designer or creative professional is really like. Our workshops are free, and an ideal way to get a feel for what you like, what you don't like and where you might see yourself in the future. Interior design, communication & graphic design, digital media design, branded fashion design, photo imaging, game design, software engineering – you won't know until you try!

On the day, you will:

- Participate in two workshops of your choice, run by our talented University lecturers.
- Get a glimpse into our classrooms and the campus.
- Ask questions about our courses and the careers they can set you up for.
- Enjoy some free food to keep those creative juices flowing.

Find out more: <https://www.billyblue.edu.au/news-events/upcoming-events/sydney/school-holidays-workshop-creative-careers-program-july>

## **Event Foundation Online Short Course**

The College of Event Management's Event Foundation course is designed for those with an interest in events who might be considering event management as a career option.

This course will introduce you to the vast global events industry, provide a roadmap for the planning and execution of events and outline the mindsets, attitudes and values required to work as a professional event manager.

By the end of this short course you will have a good understanding of the events industry, the role of an event manager, the workings of an event from beginning to end and a clear idea of a possible career pathway.

The course takes 6 weeks to complete, and can be started online at any time.

Find out more and enrol here: <https://www.collegeofeventmanagement.com.au/courses/event-foundation/>

## **The Amazing Face: A 14-day Dive into Portraiture**

Looking for some stimulation and inspiration to keep the cabin fever at bay?

Then get into the National Portrait Gallery's The Amazing Face: A 14-day dive into portraiture. This free introduction to portraiture features 14 modules designed to banish boredom, manifest mindfulness, and conjure creativity!

How is a portrait created? What makes one great? How exactly does this genre of art convey character and personality? Learn about some inspiring Australians and discover how portraiture works through text, video and audio, alongside activities to boost your creativity and resourcefulness.

Join the course here: <https://www.portrait.gov.au/classes/the-amazing-face/intro>

## **STUFFit Student Film Competition**

STUFFit is a film festival competition open to high school students across Australia. Students can submit a film in any genre.

The winner and runner-up for each category will receive an awesome piece of film equipment for their prize.

**Early-bird entries close on Wednesday 27 May, and final entries close Wednesday 8 July.**

Find out more and enter here: <http://www.stuffitfilmfest.com/index.html>

# *Liberating Education*

## Poetry Object Competition

Red Room Poetry Object is Australasia's largest free poetry-writing competition for young people and their teachers. Poetry Object ignites imaginations by inviting poems inspired by treasured, curious, everyday, extraordinary, interplanetary, or talismanic objects.

Australian students or young people (aged 18 and under) or accredited teachers are invited to enter.

**Entries are open until Friday 22 May.**

Find out more and enter here: <https://redroomcompany.org/projects/poetry-object/>

## Stringybark Stories Tales with a Twist Award 2020

Stringybark Publishing is proud to sponsor the Tales with a Twist Award 2020.

Clean the spilt coffee out of your keyboard (or sharpen your goose quill) and start writing a 1500 word (max) story that will excite the reader. It can be set wherever your fancy takes you. It can involve characters from the past, the future or today.

The only condition? It has to have a twist at the end of the tale!

There is an award pool of over \$1000 in cash and books.

**Entries are open until Wednesday 13 May.**

Find out more and enter here: <https://www.stringybarkstories.net/competitions/open—tales-with-a-twist-2020.html>

## 2020 Big Science Competition

The Big Science Competition is open to students in years 7-10 of all abilities from Australian and international schools, including students who are home schooled.

The competition is a 50 minute, multiple choice competition testing critical-thinking and problem-solving skills. Questions are set in real-life, contemporary contexts, making them relatable (and interesting).

There are plenty of opportunities for those who perform well, like invitations to mentoring programs for girls.

**Registrations for the online competition close on Friday 15 May**, and you can sit the competition any time between Wednesday 20 May and Friday 5 June.

Find out more and enter here: <https://www.asi.edu.au/programs/big-science-competition/>

## Careers & Jobs

### A Day in the Life of Your Dream Career

There are so many different jobs out there it can be hard to choose which one might be right for you. Work experience is always a great way to test drive a career, but it isn't always possible.

We have gathered some video resources you can use to see what life is like in different careers, and help you decide whether or not it could be the job for you.

#### **Aviation**

Pilot: <https://www.youtube.com/watch?v=ishqvPI3LEo>

Cabin Crew: <https://www.youtube.com/watch?v=G7NbhcExQYQ>

#### **Art & Design**

Graphic Designer: <https://www.youtube.com/watch?v=RxUwE9pvrhs>

Actor: <https://www.youtube.com/watch?v=WxC8LUHu1wM>

Manga (Comic) Artist: <https://www.youtube.com/watch?v=t3rKrTehORY>

Photographer: <https://www.youtube.com/watch?v=U4Um8DCx1bk>

#### **Business & Law**

Accountant: <https://www.youtube.com/watch?v=l6gPXtsJlw0>

Lawyer: <https://www.youtube.com/watch?v=fMTLYRedBwo>

Social Media Manager: <https://www.youtube.com/watch?v=8qkedm19ums>

#### **Construction & Trades**

Bricklayer: <https://www.youtube.com/watch?v=FcazWhDSuyc>

Plumber: <https://www.youtube.com/watch?v=OekKI-8S500>

Chef: <https://www.youtube.com/watch?v=7HrMcd-ODj0>

Hairdresser: <https://www.youtube.com/watch?v=Ko37KTlut-A>

#### **Education**

Primary School Teacher: [https://www.youtube.com/watch?v=1lfOvdRu\\_Qs](https://www.youtube.com/watch?v=1lfOvdRu_Qs)

Tutoring: <https://www.youtube.com/watch?v=rnJxMvfpjG0>



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Disability Support Worker: <https://www.youtube.com/watch?v=RAyt9wGwzZg>

## **Emergency Services**

Police Officer: <https://www.youtube.com/watch?v=udhTTJXvPmk>

Paramedic: <https://www.youtube.com/watch?v=S5-9Sbypuhl>

Firefighter: <https://www.youtube.com/watch?v=blVMHQB0eI0>

## **Health & Medicine**

Nurse: <https://www.youtube.com/watch?v=TykAHBT5oIg>

Radiologist: <https://www.youtube.com/watch?v=C3o6bvyPloM>

Heart Surgeon: <https://www.youtube.com/watch?v=U91AUyttTyc>

Medical Laboratory Technologist: <https://www.youtube.com/watch?v=OaaoqzVigg>

## **STEM**

Software Engineer: <https://www.youtube.com/watch?v=WWggmC8kYZc>

Game Programmer: [https://www.youtube.com/watch?v=e\\_TxH59MclA](https://www.youtube.com/watch?v=e_TxH59MclA)

Biomedical Research Scientist: <https://www.youtube.com/watch?v=GgtRTCxqrZs>

Cyber Security Specialist: <https://www.youtube.com/watch?v=yuyVElFHjy8>

Don't forget you can check out other resources like our [Job Spotlights](#) to find out more about careers.

## **Further Learning**

### **Early Entry to Macquarie University**

Macquarie University has announced that they are removing caps on admissions through their early entry schemes, the Macquarie Leaders and Achievers Early Entry Scheme and the Schools Recommendation Scheme.

This means that anyone who applies and meets the criteria will be guaranteed a place to study in 2021. Macquarie has removed these caps to support students concerned about impacts to their study and ATAR results from the COVID-19 Pandemic.

# *Liberating Education*

Please note that caps will still exist at course level when there are government, legal, or other logistical restraints (clinical placements, etc).

Find out more about early entry to Macquarie University here: <https://www.mq.edu.au/study/year-12-early-entry>

## Thinking of Becoming an Electrician?

Working as an electrician involves having a good knowledge of mathematics, such as sums, algebra, geometry and trigonometry.

If you need to brush up on your maths skills, NECA has provided a variety of practice aptitude tests you can take.

Find them here: <https://www.necatrainig.com.au/maths-in-the-electrical-trade/>

## UCAT and COVID-19

If you're needing to sit the UCAT test and are worried about how COVID-19 may be impacting the test, the UCAT Consortium has a page on their website dedicated to keeping you up to date with the latest developments.

At this stage testing is still scheduled to proceed as normal. Don't forget that the deadline for booking is Monday 11 May.

Find out more here: <https://www.ucat.edu.au/ucat-anz/registration-booking/covid-19/>

## Medicine at UNSW

Thinking of studying medicine at UNSW? Check out some vital information in their undergraduate medicine guide.

This guide is from 2019, but there is still plenty of useful information about the degree and entry requirements. Keep checking back on their website to find any updated information.

Take a look at the guide here:

[https://www.futurestudents.unsw.edu.au/sites/default/files/uploads/UG2020\\_Medicine\\_final\\_v2.pdf](https://www.futurestudents.unsw.edu.au/sites/default/files/uploads/UG2020_Medicine_final_v2.pdf)

# *Liberating Education*

## International Study Ambassador Program Applications Open

Are you interested in international uni but you're only hearing and seeing info about local options? Change all that by becoming an International Study Ambassador!

Find out more and apply here: <https://pages.crimsoneducation.org/AU-Ambassador-Program.html>

You can also follow them on Instagram here:

<https://www.instagram.com/internationalstudyaustralia/>

## The Gap Year Guide

Considering taking a gap year after school is finished, but have a few questions?

The University of Sydney, the University of Canberra, the University of Wollongong and the Country Education Foundation have teamed up to create a series of free online resources giving you all of the information you need about gap years, and the transition to uni after taking one.

They have videos, quizzes, PDF resources, and a whole lot more for you to check out.

Find out more here: <https://astar.tv/gapyear/>

## 5 Study tips during CoVid-19

With some schools and universities using remote learning, and some parents choosing to keep their children home at the moment, here's a few more ideas that could help you get the most out of your studies.

### **1. Slow down**

While you might feel overwhelmed by the amount of work you have to do when you first see your daily or weekly timetables, remember they cater to a variety of students.

You could:

- Check with your teacher what their expectations are for:
  - how long you spend on each subject each day and use a timer to make sure you're not trying to do too much
  - which are the core or essential tasks to focus on and which ones may be optional or extensions to classes to do once you've completed the core tasks
- Take mini breaks between each task or subject – a bit like at school when one lesson ends, you have a few moments to move to the next lesson, take a few moments to gather your thoughts, move around and decompress from your previous lesson
- Spread your work out over longer hours if it's an option, since there's no time spent travelling to and from school, or rushing to and from extracurricular activities, you could incorporate more breaks or allow yourself a little longer to complete each lesson while still getting all your work done

### **2. Max out on movement and fresh air**

Spending lots of time at home and having restrictions on what we're allowed to do outside the house is tough, as the weeks go by you might find yourself turning into a mushroom spending more and more time inside.

That's not great for you, physically or mentally.

Here's a few simple things you could try that might help:

- Study outside if you can, when it's practical
- Keep your windows open and blast fresh air through your study area
- Between each task or subject go outside and get some exercise, it could be star jumps, weights, shooting hoops, or a just quick walk around the garden
- During your longer breaks try to do something active outside too – a bike ride, walk, help out with some gardening, complete a workout. Try not to be tempted to veg out in front of the TV or spend the whole break on your phone.

Anything that helps get your blood flowing and gets you out of your study bubble for a few minutes could help you stay more focused, achieve more and feel more refreshed at the end of your day.

### **3. Face time your study groups**

Study groups are a great way to connect with other students and teachers, share ideas and motivate one another.

All kinds of study groups are useful, but you could try creating a time when you all get to see each other and improve your interaction. Choosing platforms and apps where you can screen share could be even more useful, providing a much quicker way of illustrating a problem or sharing a solution. There are dozens of options to consider, with a little research you're bound to find one with all the functionality you need. Then all you need to do is co-ordinate a date and time and make sure everyone has any links or passwords required.

### **4. Avoid multi-tasking**

Studies have shown that [only around 2% of the population are truly capable of multitasking effectively](#), for the other 98% of us trying to do too much at once or too quickly could actually be making life trickier and mean that you are:

- Coming back to tasks or assignments repeatedly so ultimately they take longer to complete, as you'll have to re-familiarise yourself with the topic and remember where you were
- Moving between different subjects or work too quickly and making more mistakes
- [Thinking about too many things at once](#), leaving your brain unable to code the information you're learning which means you might not remember as much or understand the topics as well as if you apply yourself more

So perhaps try to:

- Focus on one task at a time
- Complete one lesson or activity before moving onto the next
- Give yourself a mini break between subjects or assignments
- Find a study technique that could help you achieve this e.g. [POMODORO technique](#)

## 5. **Make notes**

Whether you're ploughing through lots of text, watching video content, or even if you're having online lessons [taking notes could improve your concentration and understanding](#).

Plus, they could come in handy for revision later down the line.

Check out some of our other blog posts you may have missed with ideas that could help you stay on track with your studies:

[9 motivational tips for remote learners](#)

[7 ways to set yourself up for online learning](#)

[9 quick tips to make life at school easier in 2020](#)

[6 alternative study tips](#)

## **[7 brain boosting snack foods](#)**

Feeling hungry can really impact on your ability to concentrate and stay on task.

It's so tempting to reach for easy and delicious packaged snacks that might not be doing us any favours. So, if you'd like to be a bit more health conscious and feel better that your snack habits are actually boosting your brain power, here's a few options you could try.

### 1. **[Berries](#)**

Containing flavonoid antioxidants and vitamin C berries could help to:

- improve communication between brain cells
- reduce inflammation in your body and help you feel better
- increase brain cell plasticity, helping to form new connections, boost learning and memory
- manage stress and anxiety

Try snacking on blueberries, strawberries, blackberries, blackcurrants and mulberries, if you don't want them on their own you could add them to cereals, yoghurt, cakes and slices, or turn them into smoothies. They're just as good in dried or frozen form which could save a few dollars.

### 2. **[Nuts and seeds](#)**

Containing omega-3 fatty acids, antioxidants, Vitamin E, Zinc, Magnesium, B vitamins and tryptophan, these foods could help boost cognition (includes memory and thinking skills), fight stress and improve your mood.

You could substitute less healthy snacks with:

- Trail mix
- Roasted pumpkin seeds
- Sunflower seeds
- Peanut butter (delicious on apples as well as bread and crackers... whole grain of course)
- Mixed roasted nuts
- Coconut chips

### 3. [Whole grains](#)

Whole grain foods have a low GI meaning they release energy slowly into your body and keep your energy and mental alertness going for longer and helping you feel full for longer too (so you might not want to snack as often), they're also a good source of Vitamin E.

Why not try snacking on:

- Whole grain breads or wraps
- Oats in the form of cereals, porridge or muesli bars
- Whole grain crackers and chips

### 4. [Avocados](#)

Full of monounsaturated fats, avocados help promote blood flow, which boosts oxygen delivery to your brain improving its ability to work better. They also contain folate, vitamins B, C, and E, and potassium which provide lots of benefits and can may help reduce your blood pressure – I think we could all do with some of that right now.

Incorporating avocados into any part of your diet is beneficial so how about mashed on toast, try adding a quarter to your smoothies (I promise you won't even know it's there), or even a cheeky guacamole on your wholegrain nacho chips.

### 5. [Dark chocolate](#)

Bet you find this one easy to jump on board with. Studies have shown that "moderate" intake of dark chocolate containing flavanols (a plant-based antioxidant), along with magnesium and zinc, could not only boost blood flow to your brain but also help you to combat stress.

### 6. [Tomatoes](#)

Brimming with lycopene a powerful antioxidant which could boost your brain power, you could snack on cherry tomatoes or indulge yourself with some chips and salsa (cooked tomatoes are even better for optimising your bodies absorption).

### 7. [Bananas](#)

Bananas are high in potassium and magnesium said to provide brains with energy which in turn could help increase focus, and the ability to pay attention and to learn, they could also improve and help better regulate moods.

Quick and easy to eat on their own, you could also add them to:

- Smoothies
- Cereal
- Toast
- Yoghurt
- Or ice cream for a deliciously rewarding banana split treat

### [Tips for dealing with isolation](#)

Social distancing and isolation can be tough, even for those among us who aren't always that sociable anyway.

Maybe you've found your own ways to deal with the current situation and that's awesome. But perhaps you're struggling a bit and it's getting you down. We've put together a few resources from people who've had some serious experience dealing with isolation and change. Maybe some of their advice will resonate with you and help you to keep going. Read about how [Jessica Watson](#) survived her 210 solo sailing voyage around the world. Learn how [scientists working in remote locations](#) stay productive and upbeat. See what tips [Tim Jarvis](#) recommends after completing several polar expeditions. Check out the top 5 tips from endurance athlete Sam Gash has for [dealing with pandemic sized change](#).

## Job Spotlight

### [How to become a Call Centre Agent](#)

#### **What do Call Centre Agents do?**

Inbound call centre agents deal with customer calls being made to a business about their products and services. Outbound call centre agents contact consumers and prospective clients on behalf of businesses.

If you're patient, adaptable and have great listening skills this could be great career for you, or a stepping stone to help you gain valuable skills and experience.

#### **About you:**

- Positive and professional with a customer-focused attitude
- Efficient with the ability to prioritise tasks effectively
- Excellent written and verbal communication skills

#### **The job:**

Inbound centre agents might typically:

- Be the first point of contact when a customer calls with inquiries or complaints, you'll need to listen to their issue or query and try to help them
- Provide accurate and detailed information about products and services available
- Troubleshoot and resolves issues and concerns
- Document call details into organisation's CRM software

Outbound centre agents could be:

- Contacting customers and potential customers for telemarketing, sales, fundraising and survey purposes
- Learning about new products and services in detail
- Pitching new products or services to existing customers or new prospects and, or making sales
- Organising sales and other appointments

## **Call Centre Representatives salary (average) \$62,000 per year**

(Source: Joboutlook.gov.au )

**Job growth for Call Centre Agents** is moderate (source: Joboutlook.gov.au)

If you're looking to be competitive in this field and chasing promotion, then you'll need to stay up to date with your training and knowledge, the more platforms you can use the more useful you will be (even social media platforms), and always work on your customer service skills to improve your interactions and get better results.

## **How to become a Call Centre Representative in Australia**

There are no formal qualifications required to become a Call Centre or Contact Centre Operator in Australia, and you'll probably receive training on the job. However, you could boost your chance of getting hired by following these simple steps:

Step 1 – Study English, Business and IT at school they'll provide you with great foundation skills

Step 2 – Get work experience (paid or voluntary) any customer service roles, sales, answering phones and dealing with the public could be beneficial

Step 3 – Consider taking a course in customer service such as the [Certificate III in Customer Engagement at TAFE NSW](#).

Step 4 – Be committed to continuous learning once you have got a job, volunteer for additional training and courses.

Find out more here –

<https://www.auscontact.com.au/>

<https://cxcentral.com.au/australian-call-centre-industry/>

<https://www.csia.com.au/>

## **Similar Careers to Call Centre Agent / Representative / Operator**

Business administrator	Virtual Assistant
Receptionist	Retail worker
Telemarketing	Sales

Find out more about [alternative careers](#).

## **Frequently Asked Questions (FAQ's)**

- **What jobs could experience as a call centre operator qualify me for?**

Experience and further training, possibly some additional qualifications, could lead to one of many other roles in a call centre including:

- Call Centre Advisor
- Team Leader/Manager/Supervisor



- Call Centre Manager
- Head of the Call Centre
- Customer Services Director
- Digital Contact Director
- Operational Manager
- Resource Planning Manager
- Human Resources (HR)
- Trainer
- Coach

- **Where do call centre agents work?**

Call Centre Agents can either work in designated offices set up to handle large volumes of calls, from smaller offices, or even work remotely from home.

- **Is working in a call centre just answering phones?**

It really depends on the job you apply for; jobs can vary a lot depending on the organisation you work for. In today's world, it's common for staff to have more varied roles, responding to queries and complaints on lots of different channels and platforms, plus reporting on the outcomes or progress of each call.

- **I don't have any formal qualifications, could I still work as a call centre agent?**

Depending on the job you apply for, **yes** you could well get a job without any formal qualifications, in this instance previous work experience (including volunteering) could be beneficial to your application.

Ms Janes

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