



WYNBAY
LOCAL LEARNING &
EMPLOYMENT NETWORK

Further Education

full-time or part-time
work

Apprenticeships &
Traineeships

School Leavers Guide



www.wynbayllen.org.au



WYNBAY

LOCAL LEARNING &
EMPLOYMENT NETWORK

DISCLAIMER

The material in this guide is made available for the purpose of providing access to information and not as professional advice.

Before relying on the material, users should obtain appropriate professional advice relevant to their particular circumstances to evaluate its accuracy, currency, completeness and relevance for their purposes.

Links provided to internet sites are provided for the user's convenience and do not constitute endorsement of the information at those sites. WynBay LLEN accepts no responsibility for material contained in any site that is provided in this resource guide.

The contents of this guide are based on information and advice gathered by WynBay LLEN.

The booklet is available for download from our website
www.wynbayllen.org.au.



contents

WHERE TO BEGIN

4-14

My Profile

My Pathway

Organisation and Time Management

Further Education

Apprenticeships and Traineeships

Employment

General Information and Support Websites

HOW IT WORKS

15

Overview of Recruitment Process

GET IT TOGETHER

16-22

How to Write a Resume

Sample Resume One

Action Verbs for Resume Preparation

Telephone Technique

Cover Letter Guidelines

Sample Cover Letter

Portfolio Preparation

WHAT TO EXPECT

23-26

Filling Out Application Forms

Sample Employment Application Form

Sample Aptitude Tests

NAILING THE INTERVIEW

27-28

Employment Interview Preparation

Possible Interview Questions

where to begin

My Profile – – –

To make a good decision about your future career, it helps to know what you enjoy doing. Identify your skills, goals and interests.

Use the internet to find Career Quiz's, quick personality tests, guides and lots of advice.

SOME OF THE QUESTIONS YOU MAY BE ASKED ALONG THE WAY;

- What are you good at? Write down your skills.
- What lifestyle are you after?
- What is your personality like and what jobs suit you?
- Do you work best in a quiet environment, or a buzzing environment?
- What kind of games or activities do you enjoy?
- Do you belong to clubs, community groups, or organizations?
- What kinds of work experience/volunteer work have you done?
- List your favourite subjects at school.



My Pathway – – –

When you have decided on your direction, you need to work out a planned pathway to reach your goals.

You can take many pathways to reach your goal:

- Further study.
- Starting an Australian Apprenticeship or Traineeship.
- Getting an entry-level job.

This process can be very daunting. You may want to talk to a careers advisor about your plan.

Speak to people that are working in the area that interests you and ask them how did they get there?

Investigate all your options and gather as much information as you can.

where to begin

Organisation & Time Management – – –

TIPS TO MANAGE YOUR TIME!

- Develop a routine for work and play.
- Don't overload your week with too many activities after school
- Prioritise your tasks - do what you need to do first.
- Make a start on an assignment as soon as you get it.
- Try to work in a quiet area - avoid distractions like mobile phones.
- "Chunking" –break down projects and assignments into smaller, more manageable tasks – it will help you a lot in high school!!

TIPS FOR AN ORGANISED WORKSPACE

- Use a clear, flat space for working - NOT your bed!
- Fresh air and natural light in your room if possible.
- Pens/pencils etc need to be in a tray or pencil case near where you work.
- Develop a filing or storage system for your work - folders, display folders, magazine boxes, document wallets etc - colour-code if you like!
- Use a calendar or planner to prioritise and plan your work - put it somewhere you can see it!

TIPS FOR "CHUNKING"

- Read through the assignment.
- Re-read, this time using a highlighter/pen to underline/circle KEY words eg. "describe", "research" etc.
- Summarise what you have to do (either in your head or on paper).
- Plan how you are going to complete your assignment - break it into 'chunks'.
- Allocate time slots on your planner – no more than 30-45 minute slots.
- Try to complete the assignment before the due date, to give you time to check it before handing it in.

TIPS FOR USING A PLANNER AND DIARY

- Write down what is due and when - assignments, tests etc.
- Make sure you put the planner somewhere you can see it - good idea for parents to make a copy of when assignments are due and when tests are scheduled.



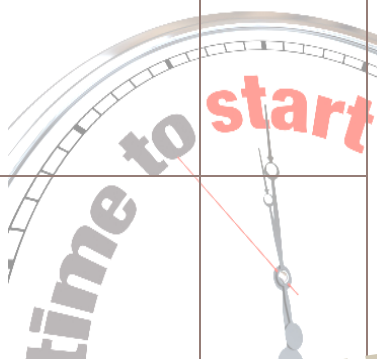
Helpful
Tips

where to begin

Organisation & Time Management - - -

DAILY PLANNER....."WHAT'S ON TODAY?"

Day	Task	Time
Monday		
Tuesday		
Wednesday		
Thursday		
Friday		



where to begin

Further Education & Training – – –

Continuing your studies after school is an option for everyone. If you are good at practical skills and you like to work with your hands then the TAFE sector might appeal to you. There are many flexible study arrangements available.

Use the internet to research courses, locations, entry requirements, government assistance and scholarships.

You are more likely to gain full time employment and earn higher levels of income if you continue with your education and training.



SOME QUESTIONS TO ASK ALONG THE WAY;

- Where can you study; at a tertiary institution, private college, TAFE or university?
- What are the entry requirements?
- How much will it cost?
- How can you get student concessions, scholarships or assistance with money?
- Do you want to study full time, part time or online/distance?
- How do you apply for the course? Who can help you with your application?

USEFUL WEBSITES

- My Future—Education and training. www.myfuture.edu.au
- Youth Central—Studying and training. www.youthcentral.vic.gov.au
- Study Assist. <http://studyassist.gov.au>
- Victorian Skills Gateway. <https://www.skills.vic.gov.au>
- Further Education and Training. www.education.vic.gov.au/training
- Victorian Tertiary Admissions Centre (VTAC). www.vtac.edu.au
- Services Australia—Student payments. www.servicesaustralia.gov.au/organisations/business/your-business-sector/education-and-training-providers



where to begin

Further Education & Training – – –

Education and training providers often offer flexible learning arrangements. You might study full-time or part-time, or you may study on campus, externally (distance education) or online.

Examples of Local Training Providers

AMES Australia provides a comprehensive range of settlement services for refugees and migrants. These include on-arrival settlement support, English language and literacy training, vocational education and training, and employment services.

Ph: 13 26 37
www.ames.net.au

Australian College of Agriculture & Horticulture is a specialist school delivering high quality industry-based training to the Australian Horticulture Industry - Vocational programs range from Certificate II to Advanced Diploma.

Ph: (03) 9654 8822
www.acah.edu.au

Emergency First Aid - First Aid courses and training.

Ph: 1300 301 193
www.emergency.com.au

Hand Brake Turn gives young people at risk the opportunity to complete an automotive course and graduate with a Certificate 1 in Automotive.

Ph: (03) 9470 2972
www.concernaustralia.org.au/hand-brake-turn/

Harvester Technical College is Government School with a specialist focus on technical training where there are real skill shortages— offering VCAL year 10, 11 and 12 with a pre-apprenticeship or Certificate II program in their trade area of choice.

Ph: (03) 8311 5555
www.harvestercollege.vic.edu.au

Laverton Community Education Centre promotes pathways to Education through its pre-accredited programs including English Language courses. These programs are designed to engage participants in learning and provide pathways to VET courses and employment outcomes.

Ph: (03) 9369 2726
www.lcis.org.au/courses

where to begin

Further Education & Training – – –

Examples of Local Training Providers

South West Training Services offers people a range of career options through the provision of government accredited vocational education and training provided both in the workplace and at their education centre.

Ph: (03) 9748 9233
www.swts.org.au

The Gordon is Victoria's largest regional TAFE, offering hundreds of courses from certificates to advanced diplomas. We can help you navigate the pathways to university and employment.

Ph: (03) 5225 0700
www.thegordon.edu.au

Victoria University offers pre-apprenticeships, traineeships, certificates, diplomas and degrees. They offer a range of courses to help you grow your career from pre –apprenticeship to degrees.

Ph: (03) 9919 6100
www.vu.edu.au

Wyndham Community and Education Centre offers a range of educational and community programs and services that include vocational training to Diploma level, accredited and pre-accredited language & literacy courses and all levels of VCAL.

Ph: (03) 9742 4013
www.wyndhamcec.org.au

WCIG Training Services offers high quality training from a Certificate I – Certificate IV qualifications designed to assist young people, mature aged people, those returning to work after a significant absence from the workforce, and people with a disability.

Ph: (03) 9731 0477
www.wcig.org.au

EDUCATION

where to begin

Apprenticeships & Traineeships – – –

Australian Apprenticeships are a great way to get ahead start in your chosen career. Australian Apprenticeships are available to anyone of working age and do not require any entry qualifications.

You can be a school-leaver, re-entering the workforce or simply wishing to change careers.

Use the internet to research Australian Apprenticeships, tips on finding an employer and find your local Australian Apprenticeships Centre.

SOME QUESTIONS TO ASK ALONG THE WAY;

- How old do you need to be to start an apprenticeship/traineeship?
- How long is an apprenticeship?
- How much money will you earn in 1st year, 2nd year and 3rd year?
- Who can help you to find an employer?
- What government financial help is available for you and your employer?



USEFUL WEBSITES

- Australian Apprenticeships—Australian Government. www.australianapprenticeships.gov.au
- Further Education and Training. www.education.vic.gov.au/training
- Australian Apprenticeships Pathways-Apprenticeships and Traineeships Information and Resources. www.aajobpathways.com.au
- Career one. www.careerone.com.au
- My career. www.mycareer.com.au
- Seek. www.seek.com.au
- The Fair Work Ombudsman —What about your rights and wages www.fairwork.gov.au/find-help-for/apprentices-and-trainees/trainee-entitlements
- Trade Support Loans— Financial Support for Australian Apprentices. www.australianapprenticeships.gov.au/aus-apprenticeships-incentives



where to begin

Employment – – –

Your career journey may start with an entry-level job or you might need a part-time or casual job to earn some money while you are studying or training.

Looking for a job requires careful planning and a positive attitude. Getting your first job isn't always easy. You might need to apply for quite a few jobs before get an interview.

You can find advertised jobs on the open market in newspapers, on the internet, with employment agencies and on notice boards. You can also find jobs in the hidden job market by networking and cold calling. Use the internet to find advertised jobs, learn more about networking opportunities and cold calling techniques.

SOME QUESTIONS TO ASK ALONG THE WAY;

- What do you need to include in your portfolio?
- Find some sample résumés and cover letters to use as templates.
- What can you offer an employer? What are your selling points?
- Can you set up an automatic job search on job sites by creating a personalised profile?
- Can you register with more than one employment agency?
- Are there any specific recruitment agencies in your chosen industry? If so, have you contacted them?
- How can you find out about unadvertised jobs?
- What are employability skills? Which of these skills do you have?

USEFUL WEBSITES

- myGov—access Centrelink, get your Tax File, Number, apply for Youth Allowance and get your Medicare and Health Card Cards. www.my.gov.au
- Disability Employment Service. www.dese.gov.au/disability-employment-services
- Youth Central—Jobs and careers. www.youthcentral.vic.gov.au
- Job Search—Australia's largest free online job site www.jobsearch.gov.au
- Career one—Job hunting advice. www.careerone.com.au
- Seek—Looking for vacancies, advice and tips. www.seek.com.au
- My Future—Get that job. www.myfuture.edu.au
- My career—Advice and research. www.mycareer.com.au



where to begin

Employment – – –

jobactive is the Australian Government employment services system that supports job seekers and employers. It connects job seekers with employers and is delivered by a network of jobactive providers in over 1700 locations across Australia. Job seekers can get help from a jobactive provider to get and keep a job. jobactive providers have the flexibility to tailor their services to a job seeker's assessed needs. To find out more about how jobactive can help jobseekers and to find your local provider visit the jobactive website. <https://jobactive.gov.au>

Disability Employment Services—can help you find and keep a job if you have a disability, illness or injury. <https://www.servicesaustralia.gov.au/individuals/people-disability>

Youth Allowance for job seekers—Financial help if you're 21 or younger and looking for work, or temporarily unable to work. For more information visit Services Australia will assess your circumstances and eligibility for jobactive and refer you to a jobactive provider. www.servicesaustralia.gov.au

Examples of local Employment Services | DES | jobactive

AMES Employment

Werribee
Level 2, 75-79 Watton Street
ph: 13 26 37
Footscray
289 Barkly Street
ph: 13 26 37
www.ames.net.au

MatchWorks

Werribee
40 Synnot Street
ph: 8742 3444
Footscray
186 Barkly St
ph: 9689 6333
www.matchworks.com.au

MAX Solutions

Werribee
Level 1, 9 Bridge Street
ph: 9731 3000
Footscray
40a L 1, Cnr Albert & Paisley St
ph: 8398 8900
www.maxsolutions.com.au

CVGT Australia

Werribee
6/70 Watton street
ph: 13 28 48
Sunshine
1/5 Devonshire Road
ph: 13 28 48
www.cvgt.com.au

where to begin

General Information & Support – – –

Wyndham City Council - Youth Resource Centre

Provides a range of activities and support services including youth programs, holiday programs, events, youth committees, mentoring, youth counselling and young parents counselling for young people aged 12-25 years that live, work or study full time in Wyndham;

ph: (03) 9742 0777
[www.wyndham.vic.gov.au/
services/youth-services](http://www.wyndham.vic.gov.au/services/youth-services)

Hobsons Bay City Council - Hobsons Bay UP

Hobsons Bay UP is a movement, a direction and a way forward for Hobsons Bay Youth Services that represents young people, their diversity, freedom and creativity. The Hobsons Bay UP team provides a variety of services and support for young people aged between 12 and 25 who live, work or study within the municipality.

ph: (03) 9932 4000
www.hobsonsbay.vic.gov.au

myGov—create myGov account to access Centrelink, get your Tax File, Number, apply for Youth Allowance and get your Medicare and Health Card Cards, all in one place.

ph: 13 23 07
<https://my.gov.au>

Australian Taxation Office

Information for youth about the tax system;

ph: 13 28 61
www.ato.gov.au

Australian Electoral Commission, Enrol to Vote

Provides a range of electoral information and education programs and activities;

ph: 13 2326
www.aec.gov.au/enrol/

VicRoads

Information about applying for your Ls - car learner permit;

ph: 13 1171
www.vicroads.vic.gov.au

Victoria Police

24-hour police service to the Victorian community;

ph: (03) 9742 9444 /9392 3111
www.police.vic.gov.au

Youth Law

Provides legal advice to young people;

ph: (03) 9113 9500
www.youthlaw.asn.au

Uniting Wyndham

Offers housing and support services to people who live in, or are connected to, the municipality of Wyndham. Services include: Housing Support Services, Bridges Foster Care Program, Equipped, Youth Housing, Young Parents Playgroup, Reconnect, Wyndham Information and Support Program, Early Intervention.

ph: (03) 9742 6452
[www.unitingvictas.org.au/
locations/wyndham/](http://www.unitingvictas.org.au/locations/wyndham/)

where to begin

General Information & Support – – –

Youth Central Provides facts, information and tips to young people about housing and accommodation;	www.youthcentral.vic.gov.au
Anglicare Victoria Youth counselling services for young people;	ph: (03) 9731 2500 www.anglicarevic.org.au
IPC Health Counselling, general health, occupational therapy, youth & family services;	Hobsons Bay ph:(03) 8368 3000 Wyndham ph: (03) 8734 1400 www.ipchealth.com.au
headspace Werribee Health service for young people;	(03) 8001 2366 www.headspace.org.au
ORYGEN Youth Health Provide services to young people who have serious mental disorders;	ph: (03) 9966 9100 http://oyh.org.au
Young Carers Support for young carers and information;	ph:1800 242 636 www.youngcarers.net.au
Fair Work Ombudsman Give advice and help you understand your workplace rights and responsibilities	ph:13 13 94 www.fairwork.gov.au
Beyond Blue Information on depression, anxiety and related substance misuse disorders;	ph:1300 22 4636 www.beyondblue.org.au
Australian Drug Foundation Provides information on alcohol and other drugs;	ph: 1300 85 85 84 www.adf.org.au
Werribee Mercy Hospital Provides a broad range of services which include surgical, maternity, dialysis, emergency, mental health, aged and palliative care;	ph: (03) 8754 3000 https://health-services.mercyhealth.com.au

how it works

Overview of Recruitment Process

- 1** **Employer:** 1. Prepares a list of criteria for selection.

You: 1. Prepare a resume. 2. Investigate job vacancies in newspapers and on the internet. 3. Get addresses and the contact details of businesses you are interested in and send out your resume and a letter of interest.
- 2** **Employer:** 1. Places job advertisement.

You: 1. Find out as much as you can about the job and Company. When you ring the business, ask for the person named on the advertisement.
- 3** **Employer:** 1. Screens all potential applicants ringing to enquire about the position. 2. Receives all applications.

You: 1. Write your letter of application, respond to the information that you have about the job and the position description. 2. Change your resume if you need to and highlight the things they are looking for.
- 4** **Employer:** 1. Compares applicants' experience with those required in selection criteria. 2. Contacts short-listed applicants to arrange interviews and advises unsuccessful applicants.

You: 1. Call the employer and ask whether you have been successfully short-listed (if you have not been contacted within a week of the closing date). 2. Prepare for your interview. 3. Make sure you know how to get there, what time and date the interview is and that you know as much as you can about the job and the company. 4. Prepare some questions to ask.
- 5** **Employer:** 1. Interviews applicants to determine their suitability in terms of qualifications, experience and attributes. 2. Questions from Candidate. 3. Interview close. 4. Contacts referees of preferred applicants for feedback. 5. All candidates contacted and advised of success at interview.

You: 1. If you have not been advised of the result of the interview within a week, always ring and ask. (If you haven't been successful, you may ask why so you can understand the areas you need to improve).

How to Write a Resume – – –

A well-written resume should summarise your qualifications, skills and qualities and help you get a job interview. Tailor your resume to the job. Your resume must be concise; that means that it should be between 2-3 pages and the information needs to be presented in an organised, logical and coherent fashion.

KEY POINTS:

- Use a conventional font, e.g. Times New Roman or Arial and use text size 9 to 12
- Use headings and bullet lists.
- Use plain business English - avoid SMS language, abbreviations, jargon and slang and the formatting must be consistent and clear.
- Consider converting your resume to .pdf format for consistent formatting.
- Have plenty of “white space” on the page; (have enough space between paragraphs, make sure margins are not too narrow).
- Check and double check for spelling and grammatical errors; computer spelling and grammar checks are useful but not enough. Have another person proof-read your resume.



WHAT TO INCLUDE

- **Personal details:** Name, address, phone/mobile numbers and email.
- **Education:** Course dates (eg 2009 - current), Full course name, Educational institute, Subjects that are relevant to the job (use no more than 3), Achievements and awards.
- **Skills and qualities:** You should list skills specific to the job, include any technical, generic or transferable skills (eg team work, problem solving). Write these as a dot point summary and provide an example of each.
- **Career objective:** This section is optional and should be a short, targeted statement that is specific to the job.
- **Employment history:** Period of work, job title, business name, key responsibilities (in a dot point list).
- **Voluntary and community work**
- **Professional development and further training:** Period of training, title, training provider, organisation or association name.
- **Achievements:** Awards and prizes, Scholarships.
- **Interests and hobbies**
- **Referees:** List two or three people who have seen what you are able to do in an employment or academic environment. Always get permission from referees before including their details on your resume. For each referee, include: name, job title, organisation, phone number and email address.

get it together

Action Verbs for Resume – – –

accelerated	conceived	exceeded	installed	planned	simplified
accomplished	concluded	expanded	instituted	prepared	sold
achieved	conducted	expedited	instructed	presented	solved
adapted	consolidated	experienced	integrated	prevented	specified
addressed	constructed	explained	interviewed	processed	spoke
administered	consulted	filed	introduced	produced	staffed
advised	controlled	finished	judged	promoted	started
allocated	converted	forecasted	justified	proposed	stimulated
analysed	coordinated	formed	key-noted	provided	strengthened
applied	correlated	formulated	launched	published	structured
approved	corresponded	founded	learned	purchased	studied
arranged	created	fulfilled	lectured	questioned	succeeded
articulated	defined	generated	led	read	supervised
assessed	delegated	guided	liquidated	recommended	supported
attained	demonstrated	handled	located	recorded	surpassed
attended	designed	headed	maintained	recruited	sustained
broadened	detailed	hired	managed	reduced	tailored
budgeted	developed	hypothesised	marketed	reorganised	taught
built	devised	identified	mediated	replaced	tended
catalogued	directed	illustrated	modified	reported	trained
categorised	discovered	implemented	monitored	represented	transformed
centralised	distributed	improved	motivated	researched	translated
changed	doubled	increased	negotiated	restored	undertook
clarified	drafted	inducted	observed	reviewed	united
classified	earned	influenced	obtained	revised	upgraded
coached	edited	informed	operated	saved	utilised
communicated	effected	initiated	ordered	scheduled	worked
compiled	entertained	innovated	organised	selected	wrote
completed	established	inspected	originated	set	
composed	evaluated	inspired	oversaw	shaped	

Sample Resume – – –

Sara Smith
203 Victoria Way
Melbourne Victoria 3000
Ph - 03 9337 0000 Mob - 0417 000 000
E-mail- ssmith@iwantheppp.com.au

Date of birth1st January 19XX**Place of birth**

Melbourne, Australia

Secondary education

Melbourne Secondary College

Academic results - Year 12 – 20XX

English 3 & 4

S

Maths Methods 3 & 4

S

Psychology 3 & 4

S

Media3 & 4

S

Accounting 3 & 4

S

Other qualifications

Bronze Medallion

St John's First Aid Certificate

Skills & competencies

Customer service experience at K-Mart

Excellent team leader

Communication and public speaking skills from participation in the school debating team

Work experience / employment

Leader Newspaper, Journalist – 1 week, 20XX

Essendon Primary School, Teacher – 1 week 20XX

Paper delivery person – 20XX

School & community activities

Member of Student Representative Council – 20XX

Captain of inter school basketball team – 20XX

Participant in Yellow Ribbon program – 20XX

Participant in Year 10 peer support program - 20XX

Hobbies & interests

Swimming, dancing, football & reading

Referees

Mr Peter Smithy, CEO

Telstra

psithy@telstra.com

03 9337 0101

Miss Sally Smiths, Assistant Principal

Melbourne Secondary College

ssmith@melbedu.vic.gov.au

03 9337 1010

Telephone Technique – – –

The telephone is an important tool that we use everyday to communicate. It is important that we do it well because we are judged very quickly by how we speak on the telephone.

HERE ARE A FEW POINTS TO CHECK BEFORE YOU MAKE A PROFESSIONAL TELEPHONE CALL:

- Can I be heard and understood easily?
- Am I friendly in the way I speak?
- What should I do if someone else answers the call?
- What should I do when I get a persons answering machine?
- Is this a suitable time to call someone?
- What times am I available to make an appointment?
- Do I have a pen and paper to write details?



What should I say when I telephone someone?

Introduction Hello, my name is
I am calling about the position that was advertised in The Age on Saturday, please could I speak to
(If someone else answers the telephone, it is important to repeat your introduction to the person you are intending to speak to).

Body I am very interested in the position of

- Can I ask a few questions about the position?
- Can I have the position description posted/emailed out to me?
- Can I arrange a time to come and talk to you about the position?

Confirmation I will just confirm those details –

- The position is full time and based at the city office.
- My email/postal address is and I should receive the position description tomorrow.
- There is no need for me to make an appointment time with you now; I will forward my Resume first.

Close Thank you very much for your time, I hope to speak to you again in the near future.

Cover Letter Guidelines – – –

Opening paragraph – should be brief and outline your intention to apply for the job, where you found the advertisement.

Second paragraph – study the advertisement, briefly mention the skills and experience you have that match the job requirements.

Third paragraph – refer to your interest in an interview and if your phone is often unattended, inform them of when it is best to call you.

- Space out your cover letter evenly so it is easy to read.
- Always write positively, don't include phrases such as "I am interested in this job because I am sick of my current job and boss" etc.
- Emphasise any work/personal/school experience that relates to the job.
- Always say the job you are applying for and where you read it.

Words to describe work attitude

Accurate	Constructive	Efficient	Persistent
Active	Decisive	Energetic	Practical
Adaptable	Dedicated	Enthusiastic	Productive
Capable	Dependable	Firm	Prompt
Cautious	Determined	Flexible	Punctual
Committed	Diligent	Methodical	Reliable
Competent	Dynamic	Meticulous	Responsive

Words to describe a positive personality

Amiable	Discerning	Helpful	Pleasant
Assertive	Discreet	Outgoing	Sensitive
Caring	Forthright	Personable	Supportive
Diplomatic	Friendly	Persuasive	Tactful

Words to describe your initiative

Analytic	Creative	Innovative	Inventive
Adept	Enterprising	Insightful	Perceptive
Astute	Imaginative	Intuitive	Resourceful

Sample Cover Letter - - -

Sara Smith
203 Victoria Way
Westway VIC 3042
03 9337 0000

15th February 20XX

Mr J Brown
Personnel Manager
CV Industries
110 St Ives Road
Centretown Victoria 3000

Dear Mr Brown

RE: Customer Service Officer

I would like to apply for the above-mentioned position that was advertised in The Age on Saturday 12th February 20XX. Please find attached my Resume for your consideration.

Currently I am a Year 10 student at Westway Secondary College and work part-time at Safeway Westway. I have many skills and experience that would prove me suitable for this position including excellent communication skills, money handling experience and a good knowledge of the retail industry. Through my current part-time job I have proved myself to be a reliable and competent worker and other staff members have found me to be dependable at all times.

I welcome the opportunity to be interviewed in the near future to personally demonstrate my suitability for this position. I can be contacted on the above-mentioned phone number any time after 3.30pm weekdays.

Yours sincerely

Sara Smith

get it together

Portfolio Preparation – – –

1

Insert your resume into the front page/s of an A4 display folder.

2

Create the following header pages for your portfolio, these header pages can be in a tasteful colour if you would like: Academic Results, Certificates, Awards and References.

3

Place copies of your recent school reports into the portfolio after the "Academic achievements" header page.

4

Place copies of any Certificates etc. into your portfolio after the "Certificates" header page (Remember your Safe@work certificates).

5

Place copies of any awards into your portfolio after the "Awards" header page.

6

Place at least two references into your portfolio after the "References" header page.

Note:

These written references can be the same as your referees although it's better if they are different.

Try to ensure that the people you choose are respected in the community, have known you for a long time or you have worked with.

Always check with your referees before nominating them. Potential employers may contact them. So your referees may need to prepare what they will say about you.

Your references and referees should not be family members because employers don't find these to be as credible.

- When you apply for a job, forward the cover letter with your resume.
- If you are short-listed for that job, you then take your portfolio to the interview.

what to expect

Filling Out Application Forms – – –

Some employers, particularly in larger organisations, will ask you to fill in an application form to apply for the job. They might post the form to you but more frequently will ask you to fill it out in their offices before you are interviewed.

Most application forms are similar and require the information you would normally include in your resume. It is important to fill in the form honestly, without exaggeration or understatement. Employers will usually check the reliability of information gained through the application form before offering you a job.

It is important to remember when you complete an application form to take your time: Read the whole form first before you fill it out. If you do not understand a question, ask someone to explain what it means.

HERE ARE A FEW TIPS TO HELP YOU FILL OUT AN APPLICATION FORM:



- Try to obtain two copies (one to be used as a rough copy).
- Read and follow instructions carefully.
- Look through the form and consider each question carefully.
- Always use a black or blue pen and print all your answers clearly.
- Provide all information asked for.
- Use your resume to help you fill in the form.
- A copy of your resume can be attached to the application form.
- When a question doesn't apply to you, write 'Not Applicable'.
- Keep the rough copy for your own information.

what to expect

Sample Application Form – – –

Position Applied For:

Position no. _____ Classification/Level _____
Section _____ Branch _____

Your Personal Details:

Mr Ms Mrs Other _____

Surname _____ First name (s) _____

Postal address _____ P/C _____

Home phone _____ Mobile _____

Are you an Australian citizen? Yes No

If not, are you a permanent resident Yes No

Are you employed in the Australian Public Service or a Commonwealth Government agency?

Yes - permanent Yes - temporary No

If yes, which department or agency? _____

Have you received a redundancy / retrenchment benefit from the APS or a Commonwealth Government agency in the last twelve (12) months? Yes No

Information on Designated Groups:

Are you Aboriginal or Torres Strait Islander? Yes No

Are you from a non-English speaking background? Yes No

Are you a person with a disability? Yes No

If yes to any of the above, please describe _____

Employment History:

Last position held _____

Date position held from _____ / _____ / _____ to _____ / _____ / _____

Brief description of duties _____

Previous position held _____

Date position held from _____ / _____ / _____ to _____ / _____ / _____

Brief description of duties _____

Educational qualifications:

Highest level of education and qualification attained _____

Educational institution _____

Other qualifications/membership/affiliations _____

Applicant's signature _____ Date ____/____/____

Important – This form must be completed in full in order for your application to be accepted.

what to expect

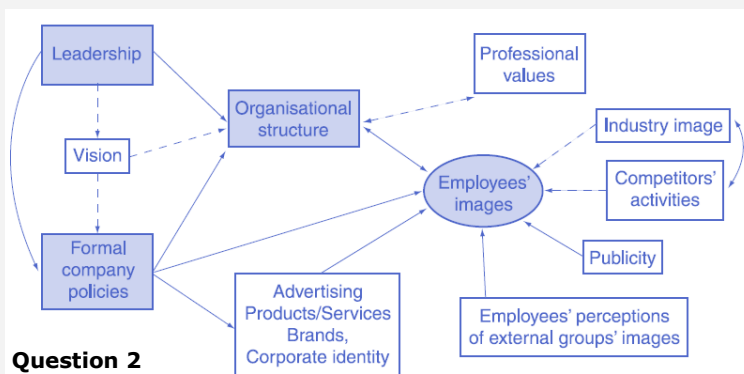
Sample Aptitude Test – – –

Question 1

Consider the following chart:

The central concern of the chart is with which factor?

- A Leadership
- B Formal company policies
- C Organisational structure
- D Employees' images.



Question 2

Figure 1 shows four different designs for a swimming pool. Design I is the standard and has fixed values for length, depth and width. The other designs are optional variations.

- D is the depth of a standard pool.
- L is the length of a standard pool.
- W is the width of a standard pool.

The volume of the Design IV pool is

- A more than the Design I pool and more than the Design III pool.
- B more than the Design II pool and less than the Design I pool.
- C less than the Design III pool and more than the Design I pool.
- D less than the Design III pool and more than the Design II pool.

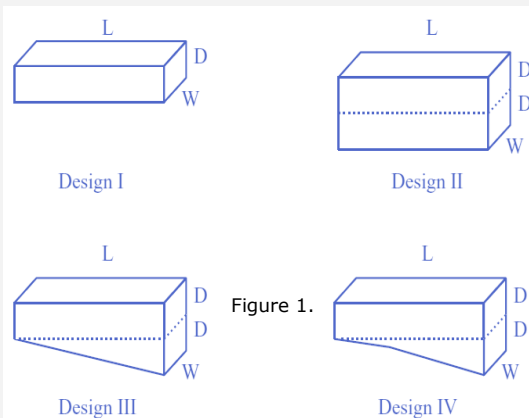


Figure 1.

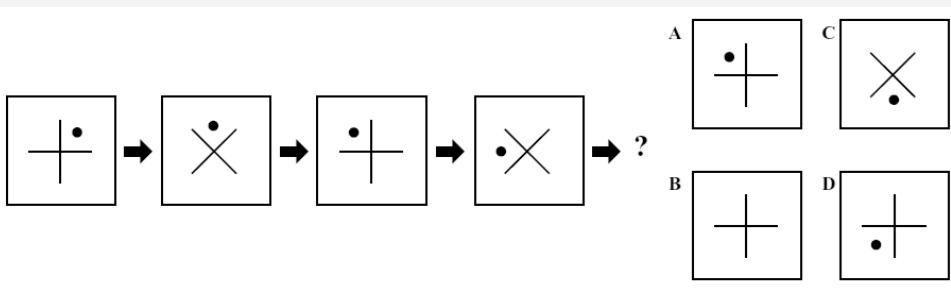
what to expect

Sample Aptitude Test - - -

Question 3

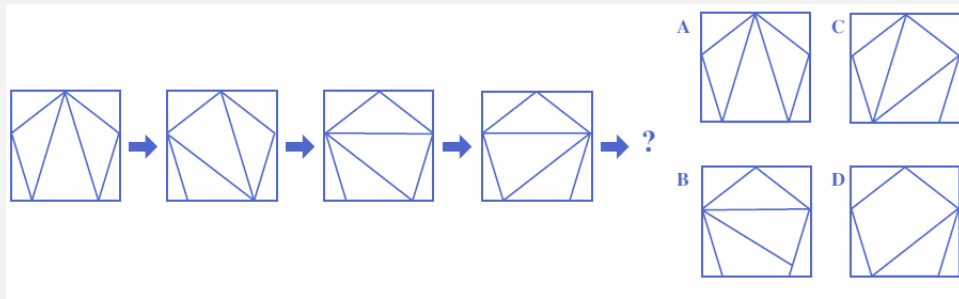
Next in Sequence

In each of the following items, there are four shapes forming a sequence going from left to right. You are to choose from the alternatives at the right (**A**, **B**, **C** and **D**), the one which would most logically and simply come next in the sequence. *Example*



In the sequence above, the dot rotates anticlockwise, and the cross alternates between two positions. So **D** is the answer. Alternatively, the whole pattern can be seen rotating 45° anticlockwise, again giving **D**.

Which one of the alternatives (**A**, **B**, **C** or **D**) would most logically and simply come next in the pattern?



Samples can be found on the following websites:

- www.shldirect.com
- www.peer.com.au
- www.egt.net.au

ANSWERS: Question 1 **D** Question 2 **C** Question 3 **C**

nailing the interview

Interview Preparation – – –

Congratulations! Now it is your chance to convince an employer in person that you are the best person for the job.

PLANNING FOR THE INTERVIEW

Employer research - Knowing about an organisation is very important before an interview. Some employers will ask you what you know about their business at an interview!!! Having a general knowledge about an organisation will also help you to think of questions to ask at the interview. So as you are researching, if you think of something you would like to know about the job or the organisation, write it down on a list and refer back to that list before your interview.

Ensure you have the correct time and exact location of the interview.

Obtain a name and telephone number to contact in case you have a problem on the interview day.

Make sure you have your portfolio with all of your supporting documentation such as academic results, references and work examples neatly presented.

Prepare a list of questions about the job and place it in the back of your portfolio.

Basic facts to discover:

Name of company, directors, owners etc.
Size of company, number of branches, products & services provided.
Who are their customers, clients etc.

First impressions

The first 2 minutes are important!!! Introduce yourself when you arrive. Speak clearly. Appearance is important, make sure you have neat and clean clothes and shoes. Clean & brush your hair.

AT THE INTERVIEW

Make sure you arrive for the interview at least 15 minutes early.

Shake the hand of the interviewers as you enter the room.

Body language

Maintain eye contact & smile. Occasionally nod your head. Answer questions briefly & positively.

Don't-cross your arms, slouch in the chair and pick at your fingernails.

Be organised, have your portfolio neat and tidy.

Include your questions for the employer in the last page of your portfolio, so they are easy to find.

After the interview

Review your performance.

What went well?

What went badly?

Did you sufficiently prepare yourself?

In which areas do you need to improve?

Ask for feedback.

CLOSING THE INTERVIEW

Thank the interviewer/s for their time.

Ask when you can expect to hear from them.

nailing the interview

Possible Interview Questions – – –

- What made you apply for this job?
- What do you know about our organisation?
- Why do you think you are suitable for this position?
- Tell me about yourself?
- Have you ever done this work before?
- What clubs or organisations are you a member of?
- What is important to you in a job?
- What do you like about our company?
- Why would you like this job?
- Why did you leave your last job?
- What qualifications do you have for
- What are your strengths, weaknesses or faults?
- How do you feel about working with others and as part of a team?
- Why do you think we should employ you?
- What have you got to offer us?
- What motivates you?
- What qualities do you think are important to this job?
- Where would you like to be in 3 years?
- Does future study appeal to you?
- What are your career plans for the future?

SAMPLE BEHAVIOURAL QUESTIONS

- What is a typical way of dealing with conflict? Give me an example.
- Tell me about a time when you had too many things to do and you were required to prioritise your tasks.
- Give me an example of a time when something you tried to accomplish and failed.
- Give me an example of a time when you set a goal and were able to meet
- Give me an example of a time when you motivated others.
- Tell me about a time when you had to go above and beyond the call of duty in order to get a job done.
- Give me an example of a time when you used your fact-finding skills to solve a problem.
- Give me an example of a time when you used good judgment and logic in



WYNBAY

LOCAL LEARNING &
EMPLOYMENT NETWORK

WynBay LLEN Inc.

Building C5, Level 1
2 Main Street, Point Cook 3030

Ph: (03) 9394 6331

www.wynbayllen.org.au