



**GETTING
READY FOR
WORK**

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INTRODUCTION

This booklet has been made to assist young people preparing for their first paid job. McDonald's was part of a number of Youth Employment Forums, which gathered feedback from community representatives such as parents, teachers, employment services and Government officials. The feedback highlighted the need for a tool that assisted young people to make a positive start in the Australian workforce.

Working on a full-time, part-time or casual basis are just some of the options that you have when starting your first job. It's a great way to learn new skills, make friends and save money towards things you may want or need in life, for example:

- Mobile telephone, computers and other personal technology devices
- Clothing, food and entertainment
- Tertiary studies
- Your first car
- Your own house
- A holiday

EMPLOYMENT READINESS

This booklet will assist you to understand the key employment concepts. For some of them there will be some work to complete so that you're ready when you apply for your first job.

To improve your "Employment Readiness" this booklet covers:

- Applying for a Tax File Number
- Establishing your Right to Work in Australia (if applicable)
- Parental consent to work (if applicable)
- Starting your own bank account
- Superannuation Legislation
- Payslips
- Understanding your rights and entitlements at work

EMPLOYMENT SKILLS

There are also some skills that you can develop that are intended to make sure that when you do start working, you are able to apply yourself and feel comfortable carrying out the tasks requested by your employer. The skills that this booklet will help you to work on are:

- Personal grooming skills
- communication skills
- teamwork skills
- problem solving skills
- initiative skills
- planning and organising skills
- self-management skills
- learning skills
- technology skills

INTERVIEW PREPARATION

There is also a section that is specifically aimed at helping you to prepare for your first job interview. This is where first impressions count and we want you to be confident and organised, when you secure an interview.

CAREERS ADVISOR SIGN-OFF

If you are a school student using this booklet, you may wish to discuss these topics with your Careers Advisor. Throughout this booklet there will be areas that your Careers Advisor can sign-off to verify that you've completed the work in that area. Remember that the work in this booklet is completely optional. Feel free to book a meeting with your Careers Advisor today to start work!

If you are not a student and will not be working with a Careers Advisor, you can still use the sign-off sections for your own notes and observations.



EMPLOYMENT READINESS SECTION

PARENTAL CONSENT TO WORK

It is the laws in Australia that young people should have their parents' or guardians' permission to work. In some States there are laws that restrict the age when a young person can commence working, what time and how many hours per week can be worked.

In addition to parental consent, young people may wish to include their parents or guardians in the orientation process that occurs when they start work. This can be a helpful way of making sure that they understand the organisations policies and procedures, and for the organisation to understand their expectations about appropriate scheduling arrangements for work.

STARTING YOUR OWN BANK ACCOUNT

Once you start work you will be on your way to earning money to buy the things you want. Many organisations pay their employees for the hours they work on a weekly basis. Most employers don't pay with cash and quite often their payroll systems are designed to deposit wages directly into each employee's bank account.

To make sure you get paid correctly from the very first week, it can be helpful to establish a bank account in your own name. You may need some help from your parents or guardians to do this and will also need some money to create a bank account opening balance.

You will then be able to provide your bank account details to your employer. This information will need to be correct to make sure they pay your wages into the correct bank account. The details you need to provide are:

- Account Name (In your own name or joint with someone else)
- Bank Name
- BSB (6 digit number that identifies Bank-State-Branch in Australia)
- Account Number (Specific to your account)

You will probably have to either write down your bank details or enter them into a form for your employer – make sure you double check that you enter the details correctly so that your first pay ends up where it is supposed to be!



APPLYING FOR A TAX FILE NUMBER

You'll also need to have a Tax File Number. A Tax File Number is a number that is unique to you, that identifies you to the Australian Taxation Office (ATO) and allows them to match up the tax payments that your Employer makes to your tax account. Employers are required to deduct tax from each employee's earnings and to send that tax to the ATO. After 30th June each year, organisations then issue each employee with a Payment Summary that confirms:

- the employee's earnings within the twelve month period from 1st July to 30th June (also known as a financial year); and
- the total amount of tax that has been withheld from their weekly wages and sent to the ATO during the same period.

Employees then complete and submit a tax assessment and receive either a tax return (if they've paid more tax than they're required to), or in some cases the ATO asks employees to pay a tax debt (where they haven't paid enough tax).

To ensure employees are taxed correctly, individuals should include their Tax File Number when they fill out an Employment Declaration Form upon commencing a new job. In cases where a new employee doesn't provide their employer with a Tax File Number, the employer is required to deduct more tax, which means the employee takes home less pay!

You can apply for a Tax File Number by going to the ATO website www.ato.gov.au or by phoning 13 28 61.

ESTABLISHING YOUR RIGHT TO WORK IN AUSTRALIA

To work for any organisation in Australia, individuals need to demonstrate that they have a right to work. Many people born in Australia prior to 20th August 1986, and also Australian Passport or Citizenship Certificate holders, often have an automatic right to work. However there are some cases where a person has to seek special permission to work from the Department of Immigration and Citizenship, such as an appropriate visa.

Each individual's personal documentation is used to verify whether a person has a right to work in Australia. For example, a person would be able to show that they have a right to work in Australia when they have one of the following:

- A current Australian passport
- An Australian Birth Certificate (for people born after 20th August 1986, the birth certificate must show that at least one parent was born in Australia. If it does not, individuals must also be required to provide evidence that at least one parent was a current Australian Citizen or Permanent Resident at the time of their birth) and photo ID
- Australian Citizenship Certificate and photo ID
- New Zealand Passport with Australian Immigration Entry Stamp
- Foreign Passport with Permanent Residency Visa and photo ID
- Foreign Passport with Visa work conditions (e.g. Student Visa, Working Holiday Maker Visa, etc) and photo ID

SUPERANNUATION LAWS

Upon commencing your first job, you may become eligible for superannuation contributions to be paid to a fund on your behalf by your employer. Superannuation helps you to plan for your retirement. Although it may be a very long time away, superannuation laws are there to help you to start planning early so that you'll have enough funds to support you when you retire from the workforce later in life. In many cases, when you first become eligible for superannuation, your employer may assist you to establish a superannuation fund.

Superannuation is currently paid at 9.5% of earnings from ordinary hours of work. Eligibility for young people can be summarised as follows:

Category of Employee	Eligibility Criteria
Full-time employee All ages - 38 hours per week	Superannuation is payable
Part-time and Casual employees 18 years of age and above	Superannuation payable when an employee earns at least \$450 (before tax) in any month
Part-time and Casual employees Under 18 years of age	Superannuation payable when an employee earns at least \$450 (before tax) in any month, and is only paid on wages earned in weeks where the employee has worked at least 30 or more hours



PAYSLIPS

When you work for an organisation and your wages are paid to you, your employer is required to issue you with a payslip. This might be provided to you in hard copy format, or in some cases provided to you via email or on a secure website.

Payslips include useful information about employee wages. The following example highlights the information you could expect to see on a payslip.

Company Name of the employer → MCDONALD'S AUSTRALIA LTD Company's Australian Business Number (ABN) → A.B.N 43 008 496 928

Company name of the employer → THORNLEIGH NSW - 235 Employee Number (concealed here for privacy reasons) → 23[REDACTED]2 17 SEP 12 23 SEP 12

Employee Name (concealed here for privacy reasons) → [REDACTED] Pay period to which the payslip relates → 17 SEP 12 23 SEP 12

Incomes	Rate	Hours	Value	Deductions	Value	
THORNLEIGH ORDINARY PAY	18.30	22.08	404.06			
OVERTIME 1.5	27.45	1.13	31.02			
LOADING 10%	20.13	13.92	280.21			
Description of each component of the pay			The gross wage for each component of the pay, before tax is removed			
The rate of pay that applies to each hour		The number of hours worked				
Total Incomes			37.13	715.29	Taxation paid to the ATO	
PART TIME ADULT LEVEL 2					TAX NET 80.00	
					635.29	
					Net pay after tax is removed	
TIME PUNCHES						
Mon	Tues	Wed	Thur	Fri	Sat	Sun
-2159 0151 1858 2200 1913 2200 -2157 0153 -2200 0100						
0221 0606 2230 +0300 2230 +0330 0223 0606 0130 0503						
Some, but not all, payslips will show the actual times worked and the number of hours each day.						
7:37	7:32	7:47	:00	7:39	:00	6:33
Banking B.S.B. Account Amount						
A/LEAVE : 41.58 HRS			[REDACTED]		635.29	
PRIOR MONTH SUPER DETAILS			Bank account details (concealed here for privacy reasons)			
Annual leave (provided to full-time and part-time employees) Amount paid into the bank account						
Total Amount Disbursed				26 SEP 12	635.29	
YTD Gross Taxable Gross YTD Tax						
8,374.80		8,374.80		.00 858.00 7,516.80		
Year to date totals						

UNDERSTANDING YOUR RIGHTS AND ENTITLEMENTS AT WORK

When you get your first job, it is important to understand what you are entitled to be paid and what working conditions you are entitled to – for example, what drink breaks or meal breaks are you entitled to? Are you entitled to paid leave?

Every job is different, but there are legal minimums that all employers must meet, and by being well informed you can ensure your rights are respected.

You can learn more about your rights and entitlements by either asking your employer, or contacting the Fair Work Ombudsman. The Fair Work Ombudsman is an independent statutory office that provides free services to all workers and employers in Australia.

These free services include:

- a single point of contact for reliable and timely information about Australia's workplace relations system
- educating people working in Australia about fair work practices, rights and obligations
- assessing complaints or suspected breaches of workplace laws, awards and registered agreements and some Fair Work Commission orders
- litigating in some circumstances to enforce workplace laws and deter people from doing wrong in the community
- building strong and effective relationships with industry, unions and other stakeholders.

The Fair Work Ombudsman's website has lots of free information on pay and entitlements, as well as answers to many frequently asked employment-related questions. You can visit the Fair Work Ombudsman's website at www.fwo.gov.au or you can call them on 13 13 94.



EMPLOYMENT SKILLS SECTION

PERSONAL GROOMING SKILLS

When you get ready in the morning it's a great idea to check that you have dressed yourself neatly. Your personal presentation helps you make a good impression on others. The way that you present yourself can affect the opinion people form about you and is referred to as your personal grooming. For example, a person who appears to dress in dirty, unwashed, unironed clothes and with unpolished shoes could make a poor impression on others, whereas a person who is neatly groomed and nicely presented could make a favourable impression.

When you're going for your first job, making a favourable impression with your personal grooming is very important. At your interview, the employer will assess how well you present yourself, and will form an opinion about whether the way you present yourself aligns with their expectations, their business and their brand. For example, in a corporate office an employer might expect you to present yourself in neat, businesslike attire that will appeal to their clients.

There are some aspects of personal grooming skills that you can practice every day, whether you are going to work or not, as outlined in the following table. Please discuss which areas you'll practice with your Careers Advisor.

Recommended Activity	Mark Completed
Hair neatly trimmed. When choosing your hair style, you could ask your teachers and parents or guardians for their opinions before making your choice. For example, you may like to discuss topics such as style and hair colour before making a decision. Washing and brushing your hair daily can also enhance your personal grooming.	<input type="checkbox"/>
Jewellery such as bracelets rings and earrings can enhance your personal grooming. But don't overdo it!	<input type="checkbox"/>
Clothes washed and ironed.	<input type="checkbox"/>
Shoes polished and a style that is safe to wear.	<input type="checkbox"/>
Socks match your outfit and no visible holes.	<input type="checkbox"/>
Choose cosmetics and deodorants that other people will appreciate. This is another topic that you can discuss with your teachers and parents or guardians.	<input type="checkbox"/>
Don't forget to wear a great smile each day!	<input type="checkbox"/>

Careers Advisor Feedback. Use the space below to record some of the key learnings for your student, and any remaining areas of opportunity to further develop.

Careers Advisor Sign-Off to verify student is proficient:

I am satisfied that _____ is proficient in this skill.

Name: _____ Signed: _____ Date: _____

COMMUNICATION SKILLS

Employment involves working with other people to achieve the goals of the organisation that is the employer. This usually requires that employees be able to communicate effectively with each other, with Managers and with customers. Communication includes the ability to speak clearly, articulate your message logically and understand what is being communicated to you by other people.

Examples of when you'll need to be able to communicate effectively at work include:

- At your job interview (also mentioned separately within this booklet).
- When helping customers, you will need to be able to clarify their needs and expectations.
- When receiving directions from Managers, you will need to be able to confirm that you understand the tasks expected of you, and also to confirm with them once the task is completed.
- Manager will provide you with feedback to help you improve your work performance. This will usually include a two-way conversation with them so that you can acknowledge your understanding and provide input too.
- Your team members will work with you on common tasks. Being able to communicate with them helps you to work as a team and to show that you're doing your bit to the best of your ability.

There are some aspects of communication skills that you can practice, including:

- questioning techniques
- active listening techniques
- influencing other people to make decisions based upon presenting a logical argument
- carrying out verbal instructions
- reading and interpreting documents
- writing techniques

Following are some examples of ways that you can practice your communication skills:- at school and in your outside school activities. Please discuss which areas you'll practice with your Careers Advisor.

Recommended Activity	Mark Completed
Participate in a school debating team.	<input type="checkbox"/>
Ask for feedback and coaching from your teacher to help with your reading and writing skills.	<input type="checkbox"/>
Make sure all homework tasks are completed in line with your teacher's expectations. Clarify their expectations first if you're not sure what you need to do.	<input type="checkbox"/>
Answer questions in class with your most full and correct responses to show that you've been listening.	<input type="checkbox"/>
Ask questions in class to make sure you understand what your teacher is explaining to the class.	<input type="checkbox"/>
Other agreed activity:	<input type="checkbox"/>
Other agreed activity:	<input type="checkbox"/>

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I am satisfied that _____ is proficient in this skill.

Name: _____ Signed: _____ Date: _____

TEAMWORK SKILLS

Working with other people in organisations means that you'll often need to work together to complete tasks that are assigned by Managers. This is referred to as working in a team and the more effectively you can participate in a team, the more you'll be able to help others and ask for their help too.

Examples of when you'll need to be able to use teamwork skills include:

- Working with other employees to achieve team goals.
- Lending a hand to other employees when they need help.
- Asking for help when you need it.
- When large tasks need to be broken down into smaller components, teamwork means that individuals can do their bit, and combine it with the work of their team mates to deliver a great overall result

There are some aspects of teamwork skills that you can practice, including:

- work collaboratively with other team members
- supporting the team
- sharing your views and understanding other people's views
- giving and receiving feedback about completion of individual tasks

Following are some examples of ways that you can practice your teamwork Advisor.

Recommended Activity	Mark Completed
Join and participate in a sports team.	<input type="checkbox"/>
Participate in a team assignment and earn great marks.	<input type="checkbox"/>
Participate in a school or outside school committee.	<input type="checkbox"/>
Help other students to perfect their skills in areas that you're strong in.	<input type="checkbox"/>
Participate in an inter-school competition.	<input type="checkbox"/>
Other agreed activity:	<input type="checkbox"/>
Other agreed activity:	<input type="checkbox"/>

Careers Advisor Feedback. Use the space below to record some of the key learnings for your student, and any remaining areas of opportunity to further develop.

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I am satisfied that _____ is proficient in this skill.

Name: _____ Signed: _____ Date: _____

PROBLEM SOLVING SKILLS

Satisfying customers at work can be challenging. This is because every customer has their own unique expectations and requirements. This means that from time to time, problems will arise that you'll need to help fix so that the customer is satisfied with their experience.

Examples of when you'll need to be able to use problem solving skills include:

- helping to clarify the nature of an issue that is experienced by a customer, and making suggestions to help them.
- When some equipment doesn't work properly.
- When you run out of stock.
- Something doesn't go according to plan.
- When a new situation arises that hasn't been dealt with before.

There are some aspects of problem solving skills that you can practice, including:

- demonstrating sensitivity to customer needs and concerns
- anticipate problems and act to avoid them where possible
- referring problems to the right person if you're unable to resolve them
- clarifying the nature of the problem

Following are some examples of ways that you can practice your problem solving skills. Please discuss which areas you'll practice with your Careers Advisor.

Recommended Activity	Mark Completed
Complete your classroom exercises and check the answers only after you've made your best attempt at resolving the problems.	<input type="checkbox"/>
When a teacher asks you a question that you don't understand, ask some questions to clarify what it is they'd like answered.	<input type="checkbox"/>
Participate in a school team and practice identifying any barriers that will be faced by the team and making suggestions about how to overcome them.	<input type="checkbox"/>
Provide your teacher with suggestions about what could make their classes even more interesting.	<input type="checkbox"/>
Participate in a group to help the community such as Scouts or Girl Guides and learn more about the needs of the groups you're trying to help.	<input type="checkbox"/>
Other agreed activity:	<input type="checkbox"/>
Other agreed activity:	<input type="checkbox"/>

Careers Advisor Feedback. Use the space below to record some of the key learnings for your student, and any remaining areas of opportunity to further develop.

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I am satisfied that _____ is proficient in this skill.

Name: _____ Signed: _____ Date: _____

INITIATIVE SKILLS

Initiative helps to build upon your problem solving skills. Initiative means taking things one step further and after you've identified a problem, initiative means taking steps to fix the problem, without being asked to do so.

Examples of when you'll need to be able to use initiative skills at work include:

- After identifying an issue, taking steps to resolve the issue for them and letting the Manager know how you've assisted.
- Letting the Manager know about items with a low level of available stock so the Manager can place an order to replenish the stock.
- Talking to your team members and making suggestions about how the team can do an even better job.
- Speaking to customers and making sure that they're satisfied with the service they've received.

There are some aspects of initiative skills that you can practice, including:

- looking for opportunities to do things better and suggesting ideas to do so
- positively accepting and adapting to changes
- take positive action to report problems that arise

Following are some examples of ways that you can practice your initiative skills. Please discuss which areas you'll practice with your Careers Advisor.

Recommended Activity	Mark Completed
Maintain an equipment audit in your sports team and let the coach know when items need to be replaced.	<input type="checkbox"/>
Let your teachers know about important events that you hear about that may affect your school.	<input type="checkbox"/>
Do additional homework exercises to make sure that you've learned the concepts of your class as best you can.	<input type="checkbox"/>
Make suggestions to the school principal about how this year's school events, such as the sports carnival, can be a big success.	<input type="checkbox"/>
Let the school cleaner know when there's a problem with any school equipment so that it can be fixed.	<input type="checkbox"/>
Other agreed activity:	<input type="checkbox"/>
Other agreed activity:	<input type="checkbox"/>

Careers Advisor Feedback. Use the space below to record some of the key learnings for your student, and any remaining areas of opportunity to further develop.

Careers Advisor Sign-Off to verify student is proficient:

I am satisfied that _____ is proficient in this skill.

Name: _____ Signed: _____ Date: _____

PLANNING AND ORGANISING SKILLS

Planning and organising are very important at work. When we plan ahead effectively it means that the organisation is well prepared to cope with problems that might affect its ability to satisfy customers. Well organised workplaces can work more effectively and cause less frustration for employees and customers. Remember that satisfied customers are the key to each organisation's success.

Examples of when you'll need to be able to use planning and organising skills at work include:

- Making sure that your area at work is ready for the busy period.
- Helping the Manager to prepare an order for new stock to sell to customers.
- Helping the Manager to organise a social event for your team.
- Planning ahead for making sure there are enough supplies to sell to customers.

There are some aspects of planning and organising skills that you can practice, including:

- Planning to complete your daily work tasks
- Prioritising which are the most important tasks
- Making sure that work is carried out safely through a planned approach

Following are some examples of ways that you can practice your planning and organising skills. Please discuss which areas you'll practice with your Careers Advisor.

Recommended Activity	Mark Completed
Help your teacher to organise the next school excursion.	<input type="checkbox"/>
Organising a local speaker to attend your class and discuss a topic of interest.	<input type="checkbox"/>
Planning how you'll complete your school assignment early, and deliver a higher standard than you have previously.	<input type="checkbox"/>
Planning out your weekly home chores to make sure they're all completed on time and to the level expected by your parents or guardians.	<input type="checkbox"/>
Saving your pocket money in equal instalments to buy something special over a defined period of time.	<input type="checkbox"/>
Other agreed activity:	<input type="checkbox"/>
Other agreed activity:	<input type="checkbox"/>

Careers Advisor Feedback. Use the space below to record some of the key learnings for your student, and any remaining areas of opportunity to further develop.

Careers Advisor Sign-Off to verify student is proficient:

I am satisfied that _____ is proficient in this skill.

Name: _____ Signed: _____ Date: _____

SELF-MANAGEMENT SKILLS

Self-management refers to making sure you're able to carry out your responsibilities independently, with minimal checking on your progress. When you're able to take care of your own responsibilities, this also prepares you to be able to contribute to the goals of your team at work. It also means that the Manager is able to focus upon developing your skills, rather than just getting the basics right alone.

Examples of when you'll need to be able to use self-management skills at work include:

- Wearing the correct work uniform, every time.
- Carrying out work tasks in line with the level of your training, with minimal assistance.
- Making sure you arrange your personal schedule to make sure you can travel to and from work safely, and on time.
- Maintaining your personal grooming such as regular haircuts and maintaining good personal hygiene.

There are some aspects of self-management skills that you can practice, including:

- Planning times to carry out each of your personal responsibilities
- Making sure you follow the rules and show good behaviour
- Include others and making sure your own behaviours are welcoming to others.
- Manage your personal presentation and hygiene
- Prioritise tasks and complete delegated tasks under instruction

Following are some examples of ways that you can practice your self-management skills. Please discuss which areas you'll practice with your Careers Advisor.

Recommended Activity	Mark Completed
Plan times to complete homework, home chores, sporting activities and time with friends. Avoid double booking your time.	<input type="checkbox"/>
Make sure you're consistent with showing respect to your teachers and fellow students, every day.	<input type="checkbox"/>
Seek feedback from teachers on your presentation at school. Ask for tips on how you can improve.	<input type="checkbox"/>
Make sure that twice a day you check on your personal grooming (also mentioned in more detail in this booklet).	<input type="checkbox"/>
Set your alarm each day to make sure you're ready for school early. Never be late!	<input type="checkbox"/>
Other agreed activity:	<input type="checkbox"/>
Other agreed activity:	<input type="checkbox"/>

Careers Advisor Feedback. Use the space below to record some of the key learnings for your student, and any remaining areas of opportunity to further develop.

Careers Advisor Sign-Off to verify student is proficient:

I am satisfied that _____ is proficient in this skill.

Name: _____ Signed: _____ Date: _____

LEARNING SKILLS

We all learn new things every day. In fact, things change so quickly that if we can learn new information and skills easily, we're able to cope with that change better than others. The same applies at work. When you're employed, you'll regularly be expected to learn new things and adapt to various changes or improvements.

Examples of when you'll need to be able to use learning skills at work include:

- When you're trained how to carry out your tasks.
- When Managers provide you with feedback to recognise great work, and also to provide constructive feedback to help you improve.
- Each time new products are to be released to customers, you'll need to learn all about them.
- When new policies and procedures are implemented by the organisation to regulate how people work together and what standards are expected.

There are some aspects of learning skills that you can practice, including:

- Identifying your own personal strengths and weaknesses.

Being able to receive constructive feedback and using that feedback to improve.

Following are some examples of ways that you can practice your learning skills. Please discuss which areas you'll practice with your Careers Advisor.

Recommended Activity	Mark Completed
Attend parent-teacher night and work with your teachers and parents to identify areas that you can improve upon.	<input type="checkbox"/>
Read your school report with your parents and agree upon areas that you're doing well in, and other areas that you need to focus on to improve comments in the next report.	<input type="checkbox"/>
Ask lots of questions in class. If there are concepts you don't understand, asking good questions can help you to learn.	<input type="checkbox"/>
When you make mistakes in class, learn how you made the mistake and work through the problem with your teacher until you can solve the problem.	<input type="checkbox"/>
Ask your sports team coach for some specific feedback to help you improve your skills, and practice until it makes your game performance better.	<input type="checkbox"/>
Other agreed activity:	<input type="checkbox"/>
Other agreed activity:	<input type="checkbox"/>

Careers Advisor Feedback. Use the space below to record some of the key learnings for your student, and any remaining areas of opportunity to further develop.

Careers Advisor Sign-Off to verify student is proficient:

I am satisfied that _____ is proficient in this skill.

Name: _____ Signed: _____ Date: _____

TECHNOLOGY SKILLS

Increasingly, businesses are gearing their day to day operations by using new and emerging technology. Not only does this help them to maintain a competitive advantage, it also helps to satisfy customers by providing faster, more efficient sales and service. This means that at work, if you can use technology effectively, you'll be in a good position to help satisfy customers.

Examples of when you'll need to be able to use technology skills at work include:

- Entering customer orders into a cash register or computer.
- Using the internet to participate in training modules and communicate with team members.
- Sending and receiving emails.
- Placing orders to suppliers.
- Utilising equipment to complete tasks.

There are some aspects of technology skills that you can practice, including:

- Using a range of technology, such as computers, smartphones and tablets.
- Recognising faults in equipment.
- Reporting problems with equipment.

Following are some examples of ways that you can practice your technology skills. Please discuss which areas you'll practice with your Careers Advisor.

Recommended Activity	Mark Completed
Learn how to use a personal computer at home, school or your local library. Helpful things to learn include: <ul style="list-style-type: none"> • Starting and shutting down a computer. • Basic word processing. • Browsing the internet. • Sending and receiving emails. 	<input type="checkbox"/>
Research some of the technology in your home. For example, many televisions and entertainment systems now include advanced technology which might be outlined in the user manuals.	<input type="checkbox"/>
If there's a problem on a school or home computer, ask your teacher or parent to explain what steps they're taking to resolve the problem.	<input type="checkbox"/>
Learn more about how you raise technical inquiries when technology doesn't work properly.	<input type="checkbox"/>
Conduct some research about the future of technology.	<input type="checkbox"/>
Other agreed activity:	<input type="checkbox"/>
Other agreed activity:	<input type="checkbox"/>

Careers Advisor Feedback. Use the space below to record some of the key learnings for your student, and any remaining areas of opportunity to further develop.

Careers Advisor Sign-Off to verify student is proficient:

I am satisfied that _____ is proficient in this skill.

Name: _____ Signed: _____ Date: _____

INTERVIEW PREPARATION

Now that you've developed your employability skills, it's time to start looking for your first job! Following are some additional hints and tips to help make you successful.

WHICH JOB SHOULD YOU APPLY FOR?

There are many options for choosing where you'd like to apply for your first job. Ask yourself, your careers advisor, parent/guardian or other influential adult the following questions:

- Which employers in the local community can provide great training?
- Are there any local employers who are known to provide people with their first jobs?
- Which employers can provide a great reference once you're experienced?
- How often can I work and does the employer offer flexible options?
- What are you interested in?

If you already have long-term career goals, what jobs would help to achieve those? It can be really helpful to jump online and do some research yourself on the above questions.

There are plenty of tools that can help you explore what you're interested in doing for a career, and you can apply for many jobs online.



BUILDING A RESUME

Your resume is an outline of your personal experience, qualifications and achievements. It is a helpful document that summarises these things for other people, such as potential employers.

Although you may not yet have any paid work experience, there are still plenty of items that you could include in a resume. For example, you could create a one page document with the following headings and some brief information under each heading:

- Page heading could be "Resume of <your name>"
- Personal Details:
 - Name
 - Address
 - Contact details (e.g. phone number and email address)
- School Details
 - Name and contact details of your school
 - Year completed and being studied
- School Achievements
 - Brief information from school reports
 - Any committees or sports achievements
 - Awards you may have received
 - Certificates
- Sporting Achievements
 - Any sports teams that you might participate in after school
 - Any awards that you may have earned
 - Personal best achievements
- Other Interests
 - Hobbies
 - Things you're interested in
 - Other activities you participate in
- References
 - Names and contact details of personal references, for example:
 - School teacher who can confirm how you apply yourself at school
 - Parent or guardian who can confirm their consent for you to work
 - Sports team Captain or Coach who can confirm your sporting efforts

Once you've prepared your draft resume, it's a good idea to get some feedback from a careers advisor, parent/guardian or other influential adult. They may be able to provide you some additional hints and tips to make sure that your resume is presented professionally and includes clear information that is easily understood.

APPLYING FOR A JOB

When applying for a job the best thing to do is research, research, research! Some jobs will require you to complete an online form, whilst some employers may still have a paper application form. It is a good idea to learn about the organisation that is offering the job and consider whether you can see yourself working there. If you can go to workplace and observe what the employees are doing throughout the day – for example, are they talking to customers, being on their feet, using technology? Once you are confident with your research then you can complete an application. Completing an application is a way for you to attract attention and stand out from other applicants.

Some key things to consider when completing your application:

- Ensure that you understand the role that you applying for.
- Make sure that you read and follow the directions on how to apply, so that you complete all the required fields and provide the relevant information so your application is submitted correctly.
- Be precise and clear with the information you provide.
- Make sure you double check and proof read all your answers before you submit the application.
- Think about the person who will be reviewing your application and what they will be looking for – do your responses hit the mark?

ATTENDING YOUR FIRST JOB INTERVIEW

For many jobs, if you're invited to a job interview you will have already completed a job application form and submitted your resume. From there, if an employer is interested in discussing paid employment with you further then they may invite you to attend a job interview.

Job interviews serve a few purposes:

- It's a great way to meet the Manager and for the Manager to meet you.
- It's an opportunity to help the Manager to select the best person for the job. That means that after taking into account the requirements of the job, and the unique things each job applicant brings, the Manager needs to hire the person that they think will do the best job of satisfying their customers.
- The interviewing Manager will likely ask you lots of questions. Don't be nervous; just answer each question with your best response. Remember, it's okay to take a moment to think about your answer before you provide it. Here are some questions you could prepare for before your job interview:
 - Why did you apply to work for this organisation?
 - What are you interested in?
 - What types of work do you think we carry out in this organisation?
 - What do you think our customers expect?
 - How can you help satisfy our customers?
 - What are your good at (strengths)?
 - What would you like to get better at (opportunities)?
- The Manager may wish to go through your application form and make sure that the information you have provided is correct.
- It's also a good opportunity for you to find out more about the job you've applied for. So when you're asked whether there's anything you'd like to know. Some questions that might be helpful for you to ask include:
 - What training will you provide to help me to do a great job?
 - How many shifts per week would you expect me to work?
 - What times would you expect me to work?
 - What expectations would you have of me on day one?
 - What does a typical day look like?
 - How can working here help to prepare me for a future career?

TOP INTERVIEW TIPS:

- Be on time for your job interview. Let someone know that you've arrived for your interview and who you're meeting with.
- Present your very best professional grooming. Apply all the tips in the Personal Grooming section of this booklet.
- Bring everything you've been asked to bring to the interview. This will often include your resume, completed job application form and confirmation about your right to work in Australia (see earlier section).
- Make eye contact and smile to let your personality shine! These are great ways to show that you have what it takes to satisfy customers.
- Be enthusiastic. Make sure you make a good impression on person who's interviewing you by showing that you're excited about the opportunity to work for their organisation.
- Conduct some research about the organisation before your interview. This will help you to show your enthusiasm and will also help you to provide better responses to the questions in the interview.
- If you don't understand a question, ask the interviewer to repeat or rephrase it.
- Thank the interviewer for their time, shake their hand and look them in the eye before you leave so you give a lasting impression.





WHAT ARE EMPLOYERS LOOKING FOR?

Although every organisation has their own requirements, some of the following are helpful to keep in mind when preparing for your first job. These comments come from real employers who contributed to the production of this booklet.

- Consistent application. For example your school report comments by teachers may show that term after term you do the best you can, each and every week.
- Going over and above expectations. You may be able to demonstrate this through activities you are involved in, for example:
 - Sports team involvement
 - Community groups
 - Other interest groups such as Scouts or Cadets
 - School committee participation
- Professional grooming standards. One way that organisations form a good impression with their customers is through the professional grooming of their employees. You can practice this each and every day by using the guidance in this booklet.
- Skills. Although these will be further developed once you start working, there are plenty of skill development activities in this booklet that you can use to show employers that you have some great skills.
- Enthusiasm. From the way you complete a job application form right through to the responses you make at a job interview, showing enthusiasm and high levels of energy can be a great way to show that you're the person who can do the best job of satisfying customers.
- Punctuality and reliability. Most employers rely upon their staff to attend work on time, every time. This also includes attending all rostered shift, except in case of illness or other emergency circumstances. You can show this through providing a great attendance record at school or being on time to any appointments you have.
- Manners. People who are able to speak politely in a way that shows respect for other people is very important at work. A great way to practice include good usage of "please" and "thank you" when communicating with others, and avoiding offensive language at all times.

WHAT TO EXPECT IN YOUR FIRST JOB

It's a learning process. As a new employee you may be a bit nervous and might feel like everyone knows exactly what to do except you. You're not the only one though. Try to remember that the person next to you, doing everything so fast and easily, was once in the same boat. Because you're new, you'll receive lots of feedback about what you're doing well, and also what areas you can improve in. Don't worry though, receiving feedback is all part of refining your skills and doing a better job each and every shift.

You'll need to get used to checking your work roster every week and making sure you attend work on time with great personal grooming. You'll need to start working with your team members and most importantly, you'll need to take directions from the Manager and perform your assigned work to the best of your ability.

You can also expect to be paid and to start earning the things you want and need!

If things don't go as expected, there are people you can turn to for help, including your:

- Manager at work
- Team members
- Parents or guardians
- Teachers
- School Careers Advisor
- Support Groups

Most importantly, enjoy the experience! Getting ready for your first job can be an exciting process. Learn all you can!



SAMPLE RESUME OF SARAH BROWN

PERSONAL DETAILS

Address: 123 First Job St, Sydney NSW 2000
Phone: (02) 1234 5678
Email: name@emailclient.com

SCHOOL DETAILS

Sydney High School, 55 First Job St, Sydney NSW 2000

Principal name: Ms Susan Smith
(02) 1234 5677

SCHOOL ACHIEVEMENTS

- Year 9 grade average: A+ (copies of school reports available on request)
- Member of Student Council
- Represented my school in regional athletics competition in 2012
- Year 8 Achievement Certificates for Maths, English and Geography
- Year 9 Achievement Certificates Maths, English, Geography and science

SPORTING ACHIEVEMENTS

I play in the Sydney Soccer Team and this year our team made it to the semi-finals. I scored six goals this season and was awarded the "Best and Fairest" award. Last year I scored two goals. I'd like to continue building my soccer skills and become team captain within two years.

OTHER INTERESTS

- I enjoy family barbecues and also like to go surfing with my friends.
- I am a member of the Student Council.

REFERENCES

Soccer Coach:
Stephen Smith
(02) 1234 5676

School Teacher:
Peta Jones (is my Maths Teacher)
(02) 1234 5675

Parent:
Sally Brown – who can confirm her consent for me to work
(02) 1234 5674



