



**CEAV**  
Career Counselling  
Australia

# Work Ready Workshop



Name: \_\_\_\_\_

**CEAV Career Counselling Australia**  
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<https://www.cca.edu.au/>

## How to Use this Workbook

This workbook can be used to record your ideas and feelings, it is designed for you to reflect on your:

- Experiences
- Discussions
- Friendships
- Networks

and to help you plan a preferred future.

This workbook helps you prepare for work and employment.



### **Activity Symbol**

Throughout your workbook, this symbol is used for you to record your experiences and answers to questions.



### **Journaling Symbol**

Journaling is an important component of career planning. It helps you to keep track of your action planning ideas and thoughts.



## ACTIVITY 1: EMPLOYMENT READINESS SCALE

CEAV Career Counselling Australia (CCCA) use the Employment Readiness Scale™ so that both of us know what kind of assistance will be most useful to help you succeed in finding and keeping work. If you need further assistance with your career development this tool is included in your career counselling session. Fees depend on your individual circumstances and will be discussed prior to your appointment. CCCA a community focused and aim to help those most disadvantaged in the community.

When taking the ERS self-assessment, in order for the results to be helpful, it's important that you answer as honestly as possible. Please give your first response to the question and don't spend a lot of time on each question. There are no right answers. Once you answer the last question, the program will give you a Feedback Report summarising your results that we can review together.

Your answers are completely confidential – in fact, the program does not even save your responses to individual questions, just your total factor scores. That way no one can see how you answered a particular question. But that also means that you have to complete the ERS in one session – it will take about 15-20 minutes.

**Call our office today if you would like to book in for a career counselling session with one of our Professional Career Counsellors 9433 8000 or email [careers@ccca.edu.au](mailto:careers@ccca.edu.au)**



## ACTIVITY 2: MAKING SENSE OF YOUR WORK READINESS PROFILE

You can print out your Feedback Report or save it on a USB. It will give you an indication of how you are moving towards Work Readiness and where you may still need some help. You can set the types of actions you need to take to move towards becoming work ready.

What questions would you like to ask the careers counsellor during your interview about your feedback report?

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### ACTIVITY 3: UNDERSTANDING EMPLOYERS' EXPECTATIONS

When companies are assessing job candidates, they are often looking for the right personality and want to see that you will fit in with the company culture.

What do you think are some of the expectations or work ready traits which employers look for in the current world of work?

Write these in the table below.

EMPLOYER EXPECTATIONS:	
Work ready examples:	Not work ready examples:





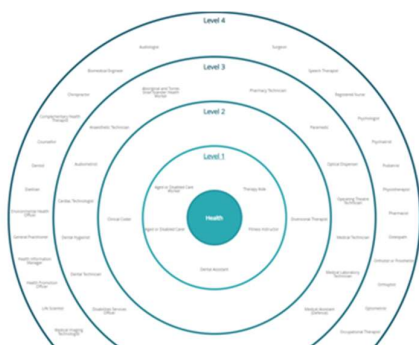
#### ACTIVITY 4: HEALTH BULLSEYE – WHAT'S MISSING?

Below is a snapshot of occupations in the Health Industry – these posters are helpful to look at because they show the various occupations in different levels of this industry.

What is important to realise is that the skills you acquire in life and in these Level 1 roles, can be used in many other occupations and other industries – these are called transferrable skills.

<https://myfuture.edu.au/bullseyes/details?id=16#/>

Take a look at the bullseye and click on the different occupations to get an idea of what is involved and other related occupations. What are the main tasks performed?



Below, write down other departments and/or roles which also exist in this industry which do not appear in the bullseye (look at other websites if you need to).

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Do some research and write down some facts about the Accommodation and Food Services Industry. For example, who are the employers in this space, is it growing or in decline, why?

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- 1
- 2
- 3
- 4
- 5
- 6

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## ACTIVITY 5: UNDERSTANDING LABOUR MARKET INTELLIGENCE & WHERE ARE ALL THE JOBS?

We are going to look at what the labour market tells us and how it can help us in deciding where the jobs are. We will also be looking at the local job market which will be more relevant to where you live.

Look at the chart below and write down which industries you think your occupational interests belong to.

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Do you think any of these occupations exist in more than one industry?  
Provide some examples below.

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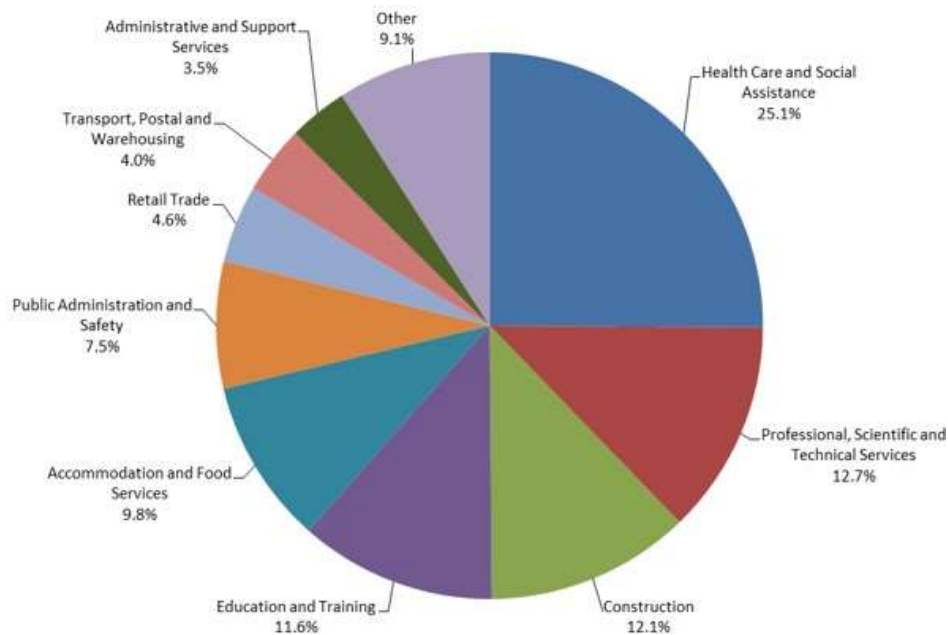
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Share of projected employment growth, by industry<sup>1</sup> - five years to May 2022



Data obtained from: <http://lmip.gov.au/default.aspx?LMIP/GainInsights/EmploymentProjections>



## ACTIVITY 6: NOW LET'S SEE WHAT'S HAPPENING IN VICTORIA

Go to: <http://economicdevelopment.vic.gov.au/victorian-economy-in-focus/priority-industries-sectors>

Write down the 11 growth industries for Victoria in the left hand column. Once this is completed, go to <http://joboutlook.gov.au/Industry.aspx> and find the closest match to each industry and write down as many occupations within each industry in the column on the right.

Growth Industry	Examples of occupations
1.	
2.	
3.	
4.	
5.	
6.	
7.	
8.	
9.	
10.	
11.	

Why does it help to know which industries are growing? How can this help you with your job search campaign?

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[illegible]



## ACTIVITY 8: CAREER PORTFOLIO – WORK READY EVIDENCE

Career portfolios can be hardcopy files or developed digitally. It is a record of your current work readiness and includes the steps you are taking to seek employment.

### My Portfolio

<b>My current skills and abilities</b> <i>Things that I can do well, e.g. listening, team work, problem-solving</i>	
<b>My values</b> <i>Things that are important to me, e.g. honest, hard-working, family</i>	
<b>My interests</b> <i>Things I enjoy doing, make me happy, make me smile and feel good.</i>	
<b>My proudest achievement</b>	<i>Evidence of projects completed, hobbies, sports...</i>
<b>Self-assessment instruments used and results</b> (e.g. ERS)	



## ACTIVITY 8: CAREER PORTFOLIO – WORK READY EVIDENCE

### Evidence of education and training

Completed certificates /statements of attainment/ on the job training	
My preferred work / learning style	

### Employment History and Employment evidence

Employer/Organisation name		Type of tasks undertaken

### Community involvement- What you do to contribute and give back to the community

Organisation name	Type of tasks undertaken/official positions held



## ACTIVITY 8: CAREER PORTFOLIO – WORK READY EVIDENCE

Include these documents or files; mark each one when you have completed gathering the evidence.

Current Career Action Plan		Research on industries you want to work in	
Up-to-date resume		Sample project work	
Three referees		Art folio /audition preparation	
Reference letters / contact details		Educational & Employment support contacts	
Certificates/Awards		Superannuation record	
Reports/Transcripts		Tax File Number	
Workplace Learning report		Careers counselling notes	

### **Question: Would you give this guy a job?**

Check this out:

<https://www.youtube.com/watch?v=QyJDnS5qNvk>

Something to think about....what if you were to come up with your own online career portfolio?



## ACTIVITY 9: STANDING OUT FOR THE RIGHT REASONS

Write down a list of social media accounts that you currently have.

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•

•

•

•

•

•

•

Write down whether you think an employer would get a positive image of you and why, or a negative image of you and how to clean up your online presence.

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How would a negative online presence affect your chances of being selected for an interview?

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Would a potential employer learn anything about you that you would prefer they did not know?

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## ACTIVITY 10: FIRST IMPRESSIONS COUNT

Where does a first impression actually start?

Watch these clips

<https://www.youtube.com/watch?v=i9txd2FJu64>

<https://www.youtube.com/watch?v=kESmc86K-TI>

What are the distractions that are stopping job seekers from a successful employment campaign?

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What are two things you can do to clean up your online persona to make a great first impression with a prospective employer?

1. 

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2. 

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## ACTIVITY 11: NETWORKING AND COLD CALLING

### Questions

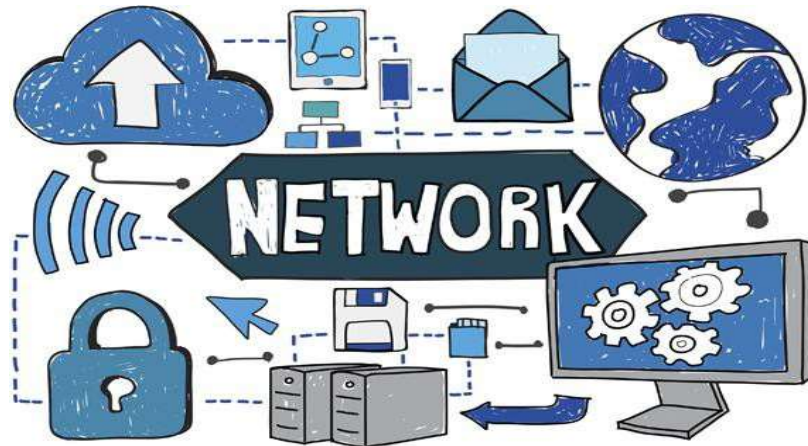
What do think networking is about?

How does networking help a jobseeker?

What can be the pitfalls of networking?

### Answers.....

Networking is about getting to know people and then asking whether they know of any job opportunities or “just putting it out there” in a non-forced way that you are looking for a job. They may not be able to directly help you, however the more people you tell then there is the possibility that someone may know someone who does have a suitable vacancy or job opportunity.



*What is cold calling?*

*When is it helpful?*

*What is the best way to cold call?*

### Answers.....

Cold calling allows you to do the research first and look for companies and organisations you want to target that you are interested in working for. It is cold because you do not know anyone in the organisation. A warm lead is when you know an employee of an organisation or you have been referred by someone else who has a connection with that company. You will then need to tailor a resume to suit a position in this company that you would like to put in an expression of interest for.



## DAILY REFLECTION -WRITE ANYTHING YOU WOULD LIKE TO REMEMBER ABOUT TODAY

What I learnt today?


What actions can I take from what I have learnt in this workbook?


Who could I network with or what organisations or industries could I approach to find opportunities in my area of interest?


Who else can help me on my career journey and job search?




## Creating your Resume



Your Resume and CV are documents used to outline your career history, skills and abilities. The difference between a Resume and a CV can be summarised as follows;

**Resume:** A summary of your career experience and other relevant information that supports or demonstrates your suitability for the job or position that you are applying for. It is more custom made and is normally no more than one to two pages.

**CV:** Is a more detailed and lengthy document outlining your full working history in chronological order (starting with your most recent and not going back further than 10 years). This includes your education and academic qualifications and achievements (such as any publications, research experience, presentations, awards). It's generally a static document where the information does not really change.

The key to a good resume/CV is to demonstrate how you have gained your skills and how well your skills and abilities match the requirements of the advertised job or position.

### Check the following items when reviewing your Resume/CV

- ☐ No Spelling or grammatical errors
- ☐ Presentation is professional and easy to read
- ☐ Formatting is uniform throughout the document
- ☐ Font is uniform throughout the document
- ☐ Be able to explain and talk about everything on your resume. Be honest.
- ☐ Avoid jargon, only use abbreviations that are widely understood.
- ☐ Education and Experience are in reverse chronological order
- ☐ Make sure that headings and paragraphs are not split over different pages
- ☐ Targeted to the position you are applying for
- ☐ Demonstration of skills is thorough and has depth – using the STAR method
  - Situation or Task
  - Action that you took
  - Results from your actions
- ☐ Footer with name and page number
- ☐ Your name and contact details are easy to find
- ☐ Headings are in an order that makes sense

A template and sample resume/CV is provided in the following pages, along with a place to draft your resume.

Please note these are samples only and you will need to tailor the information in your resume for the targeted job or position you are applying for and demonstrate your specific skills and career experience to match.

# YOUR NAME

# Template Number 1

YOU ARE QUALIFIED AS?

Address

– Mobile:

Phone:

– Email:

## CAREER OBJECTIVES

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A brief objective or career goal can be included here.

## KEY SKILLS AND ATTRIBUTES

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- This is where you can include competency statements that differentiate you from the other candidates.
- Be very selective about which key attributes and skills you include here, match them to what the employer is looking for in the successful candidate.
- Make sure it is a brief sentence that demonstrates your skill or attribute well.

## EDUCATION

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**Name of  
University/  
TAFE**

2011 – 2014

**Name of the Degree/Qualification  
(Specialisations)**

**Key Study Areas:**

Include key study areas relevant to the position description

**Key achievements:** Identify any High grade averages, awards or other distinctions.

**Name of School/  
institution**

2005 – 2010

**VCE**

Biology, Science, Math's Methods, English, Physiology

## CREDENTIALS

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- Medical Radiation Practitioners Board registration #:
- Victorian Radiation Use Licence #:
- ANZSNM accreditation #:
- Working with Children Check:
- Drivers Licence Victoria #: (only if applicable to the job)

## CERTIFICATIONS

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- Additional certifications such as First Aid or other professionally related certificates
- For example - Manual handling, WHS

## EXPERIENCE –

## NUCLEAR MEDICINE

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**COMPANY NAME**

Date from – Date to

**JOB TITLE – Include Internships and Employment**

**Responsibilities:**

- What were you responsible for in your position.
- Include key dot points that are relevant to the position you are applying for.
- 

**Key achievements:**

- Dot points about what you achieved in this position, not a repeat of the job description. Achievements above and beyond what is expected of you.
- 
-

## EXPERIENCE –

## OTHER

**COMPANYNAME**

**JOB TITLE**

Date from – Date to

### **Responsibilities:**

- What were you responsible for in your position.
- Include key dot points that are relevant to the position you are applying for.
- 

### **Key achievements:**

- Dot points about what you achieved in this position, not a repeat of the job description.
- 
- 

## NUCLEAR MEDICINE CLINICAL PLACEMENTS

Date from – Date to

**NAME OF COMPANY YOU CARRIED OUT YOUR PLACEMENT**

Date from – Date to

**NAME OF COMPANY YOU CARRIED OUT YOUR PLACEMENT**

Date from – Date to

**NAME OF COMPANY YOU CARRIED OUT YOUR PLACEMENT**

## PROFESSIONAL ACTIVITIES

Date

**SOCIETIES OR MEMBERSHIPS**

Date

**SOCIETIES OR MEMBERSHIPS**

## PRESENTATIONS

Date

**Type:** Oral presentation / poster

**Title:**

**Venue:**

## OTHER INTERESTS

- List things that can differentiate you from the other candidates and that you may wish to elaborate on further in interview. Only list interests that will support your application.
- 
- 

## PROFESSIONAL REFEREES

Name of Referee

Name of Referee

Name of Referee

Job Title

Job Title

Job Title

Company Name

Company Name

Company Name

Ph:

Ph:

Ph:

Email:

Email:

Email:

### CAREER OBJECTIVES

As a recently graduated Nuclear medicine technologist, I am looking for a position within a dynamic and patient focused radiology clinic to enable me to apply my newly acquired skills and knowledge. I am enthusiastic about the prospect of working collaboratively with a professional medical team to further develop my expertise.

### KEY SKILLS AND ATTRIBUTES

#### Effective communication with a diverse range of people

I have been commended for my excellent communication skills at (Name of the organisation), which features a diverse range of patients. My style of communication allows me to balance empathy, tact and assertiveness.

In my role as the group leader for tertiary assessment projects, I successfully coordinated and assigned member roles and managed conflict situations effectively, resulting in successful and timely completion of projects.

#### Methodical and organised

### EDUCATION

**RMIT University**      **BACHELOR OF APPLIED SCIENCE – Medical Radiations**  
2011 – 2014      (Specialisation – Nuclear Medicine)

#### Key Study Areas:

Nuclear Medicine Methods, Technology & Practice  
Imaging anatomy & Pathology

**Key achievements:** High Distinction Average

**Hawthorn SC**  
2005 – 2010

**VCE**  
Biology, Science, Math's Methods, English, Physiology

### CREDENTIALS

- Medical Radiation Practitioners Board registration #:
- Victorian Radiation Use Licence #:
- ANZSNM accreditation #:
- Working with Children Check:

### CERTIFICATIONS

- Level 2 First Aid , Manual handling

### EXPERIENCE –

### NUCLEAR MEDICINE

**Regional Imaging**  
**Alfred Health**  
**MIA**  
2011 – present

#### INTERNSHIP CLUSTER

#### Responsibilities:

- Prepare and position patients for scanning and operate nuclear medicine instruments and imaging equipment including PET/CT camera.
- Collect, prepare, process and analyse data for the radiologist interpretation.
- Monitor gauges, dials, or other indicators to make sure a machine is working properly.

#### Key achievements:

- Presented interns at the Radiological conference in Sydney.
- Successfully implemented a more efficient maintenance schedule.
- Developed the ability to quickly build rapport with patients.

## EXPERIENCE –

## OTHER

### Red Cross

2010 - Current

### TESTING TECHNICIAN – BLOOD DONATION

#### Responsibilities:

- Performs routine screening tests, within agreed timeframes and in accordance with defined procedures.
- Review results for standard testing and escalates any anomalies according to procedure.
- Participates in some standard equipment set up and maintenance under supervision.

#### Achievements:

- Recognised as the employer of the month for outstanding client service
- Created a results checklist to more readily identify anomalies.

## NUCLEAR MEDICINE CLINICAL PLACEMENTS

January - April 2014

May - August 2014

Sept - Dec 2014

August 2014

### REGIONAL IMAGE IN RADIOLOGY

### ALFRED HEALTH RADIOLOGY

### MIA RADIOLOGY

### ROYAL CHILDREN'S HOSPITAL

## PROFESSIONAL ACTIVITIES

2014

2012

### MEDICAL INDEMNITY PROTECTION SOCIETY

### THE VICTORIAN SOCIETY OF NUCLEAR MEDICINE

## PRESENTATIONS

September 2014

#### Type:

Oral presentation

#### Title:

Internship Education Day

#### Venue:

St. Vincent's Hospital

## OTHER INTERESTS

- Taekwondo
- Swimming

## PROFESSIONAL REFEREES

Dr. Andrew Cousins

Radiologist

Regional Imaging Radiology

Ph: 0425 225 321

Email: acousins@rir.net.au

Dr. Mary Sutcliff

Radiologist

Alfred Health

Ph: 9875 2252

Email: mary.s.h@alfredhealth.com

Mr. Martin Shaw

Medical Services Manager

Red Cross

Ph: 8845 4475

Email: m.shaw.t@Redcross.com.au

## RESUME TEMPLATE NUMBER 2

### [TITLE: RESUME]

Full name

#### Contact details

Contact telephone number: (area code) number  
Mobile telephone number: full number  
Email address: full address, case sensitive  
Postal address: Street number, City STATE Postcode

#### Career objective

[Give a short summary of the kind of work that you would like to do and the skills you would like to develop. Try to think of this job as part of a career you would like to do for the next five to ten years]

#### Education

[Start a list of the highest and most recent qualifications you have and end with the last year of high school that you completed. If you graduated from high school, write down the last two years of your high school certificate]

[Year gained degree]  
[Name of course or degree]  
[Name of TAFE or University]

[Year gained degree]  
[Name of course or degree]  
[Name of TAFE or University]

[First year-last year]  
[Full name of secondary school]  
[State]  
[Name of Certificate]

#### Short courses

[Name of educational institution]  
• [Title of the course, and the date you were awarded it]

#### Key skills

[List the most important skills that you have gained from your paid or volunteer work, or education that may be needed in your new job. e.g. customer service]

- [skill]
- [skill]

## Employment History

[You might list all the jobs or voluntary work you have done. Or you might just put down the jobs that will be most relevant to the places you are applying for. List each job by the year you started and the year you ended work there. Start with the most recent job you have held]

### **[month year-month year]**

[Name of the store]

[Indicate if it was work experience]

- [skill]
- [skill]

### **[month year-month year]**

[Name of the store]

[Indicate if it was work experience]

- [skill]
- [skill]

### **[month year-month year]**

[Name of the store]

[Indicate if it was work experience]

- [skill]
- [skill]

## Special achievements

- [Give the title and date for any work or skills related awards you may have achieved]

## Hobbies and interests

- [Pick activities that might bring skills to your new job. For example, mentioning any sporting clubs you belong to might show that you have team skills. Just provide the name of the club or the name of the hobbies that are relevant]

## Referees

[Try to supply contact details for three people that you have recently worked for either in a paid or volunteer work or teachers you have studied with at school, TAFE or university]

Full name

Position title, Business or educational institution

(area code) phone number

mobile phone number

Full name

Position title, Business or educational institution

(area code) phone number

mobile phone number

Full name

Position title, Business or educational institution

(area code) phone number

mobile phone number

# RESUME      Sample

## MARYANNE ANDREWS

25 McKenzie Street, Melbourne Vic 3001

Mobile: 0495 856 741

Email: [Maryanne.andrews@yahoo.com](mailto:Maryanne.andrews@yahoo.com)

### Career objective

As a recently graduated Nuclear medicine technologist, I am looking for a position within a dynamic and patient focused radiology clinic to enable me to apply my newly acquired skills and knowledge. I am enthusiastic about the prospect of working collaboratively with a professional medical team to further develop my expertise.

### Education

2011 – 2014                      Bachelor of Applied Science – Medical Radiations (RMIT University)  
(Specialisation – Nuclear Medicine)

2005 – 2010                      Hawthorn Secondary College (VCE)

### Key skills

#### Effective communication with a diverse range of people

I have been commended for my excellent communication skills at (Name of the organisation), which features a diverse range of patients. My style of communication allows me to balance empathy, tact and assertiveness.

In my role as the group leader for tertiary assessment projects, I successfully coordinated and assigned member roles and managed conflict situations effectively, resulting in successful and timely completion of projects.

#### Methodical and organised

I was able to manage multiple tasks by creating lists and spreadsheets to plan projects and keep track of information. I was responsible for ordering and supplying equipment for the clinic including updating the supplies database.

### Employment History

#### 2011- 2011                      MIA Regional Alfred Health – (6 months Internship)

##### Responsibilities:

- Prepare and position patients for scanning and operate nuclear medicine instruments and imaging equipment including PET/CT camera.
- Collect, prepare, process and analyse data for the radiologist interpretation.
- Monitor gauges, dials, or other indicators to make sure a machine is working properly.

##### Achievements:

- Presented interns at the Radiological conference in Sydney.
- Successfully implemented a more efficient maintenance schedule.
- Developed the ability to quickly build rapport with patients.



## **2010 - current    Red Cross – Testing Technician Blood Donation**

### **Responsibilities:**

- Performs routine screening tests, within agreed timeframes and in accordance with defined procedures.
- Review results for standard testing and escalates any anomalies according to procedure.
- Participates in some standard equipment set up and maintenance under supervision.

### **Achievements:**

- Recognised as the employer of the month for outstanding client service
- Created a results checklist to more readily identify anomalies

### **Hobbies and interests**

- Taekwondo
- Swimming

### **Referees**

Mr. Martin Shaw  
Medical Services  
Manager Red Cross  
Ph: 8845 4475  
Email: [m.shaw.t@Redcross.com.au](mailto:m.shaw.t@Redcross.com.au)

Dr. Andrew Cousins Radiologist  
Regional Imaging Radiology  
Mob: 0425 253 574  
Email: [acousins@rir.net.au](mailto:acousins@rir.net.au)

Dr. Mary Sutcliff Radiologist Alfred Health  
Ph: 2875 2252  
Email: [mary.s.h@alfredhealth.com](mailto:mary.s.h@alfredhealth.com)

## STAR or CAR technique

S	}	Situation		
T		Task	C	Context
A		Action	A	Action
R		Results	R	Results

**Situation/ context:** What was the situation or context that **YOU** were able to gain the skill and knowledge?

*During my time at .....*

*As the supervisor for .....*

*I was responsible for the Project .....*

*When working in the implementation team.....*

*When I was on night shift a customer complained.....*

**Action:** What action did **YOU** take that makes you stand out or that you learnt a valuable skill or lesson from?

*Implemented new procedures in the office to create efficiencies.....*

*Each month I coordinate and run team meetings to allow us to collaborate and come up with new improvements....*

**Results:** As a result of **YOUR** actions how has this developed your skills, improved or added value to the company?

*As a result the staff now allocate more time to other priorities.....*

*Sales have now increased by 40%.....*

*We no longer have to rush at the end of the month.....*

Your cover letter is also an example of your written communication skills, so make sure it is professional and to the point. It should make the employer feel like you have demonstrated an appropriate background to be competitive for the position. Please see the handout on “**Demonstrating your skills using action words**” to further help you prepare your cover letter.

## Online Applications

- ☐ As part of the application process you may be required to submit your documents and evidence of suitability for the position online. Make sure you are organised and allow plenty of time for this process.
- ☐ Prepare your responses offline in a word processing document
- ☐ Cut and paste from your word document into the online application once you have carried out a spell check and reviewed your document.
- ☐ Save other documents that you will need to attach like your resume in an easy to find location on your computer, this will make it easier to browse for these files and attach to the application
- ☐ Make sure you are tailoring the information to each application, don't get caught out using the incorrect company name or job position title from another application.
- ☐ You may wish to find out how the organisation will search and select applications, there is often contact details for the HR person looking after the applicant enquiries. Will they be using key word searches or a backend tool that scores responses?

**Note:** Make sure you check the application closing date as the online form may only be available whilst the organisation is actively recruiting. Some companies only allow applicants a single sitting, so it is important to be well organised and have all your documents ready to attach or ready to copy information into the form.

## Resume Types – Which one to use?

Type of resume	Features	Advantages	Disadvantages	DO use if ...	DON'T use if ...
<b>Reverse-chronological</b>	<ul style="list-style-type: none"> <li>* Concisely shows where you've been and what you've done</li> <li>* Focuses on work history</li> <li>* Lists jobs from most recent to least</li> </ul>	<ul style="list-style-type: none"> <li>* Easy to compile</li> <li>* Highlights a steady employment history</li> <li>* Format familiar to employers</li> </ul>	<ul style="list-style-type: none"> <li>* Shows up job hopping and employment gaps</li> <li>* Scatters material on skills throughout the resume</li> </ul>	<ul style="list-style-type: none"> <li>* you're continuing in the same career</li> <li>* you want to show career progression</li> <li>* a previous employer's name is significant</li> </ul>	<ul style="list-style-type: none"> <li>* there are big gaps in your work history</li> <li>* jobs had changed a lot</li> <li>* you're looking to change careers, and your work history is unrelated to the job you're applying for</li> </ul>
<b>Functional</b>	<ul style="list-style-type: none"> <li>* Focuses on what you've done, not where and when you did it</li> <li>* Lists work experience and skills by the skill and strength areas that are important to employers</li> </ul>	<ul style="list-style-type: none"> <li>* Calls attention to your accomplishments</li> <li>* Can be more concise than reverse-chronological format</li> <li>* Tasks completed in similar jobs can be grouped together</li> <li>* De-emphasises an unstable or interrupted work history</li> <li>* Can feature the headings used in the job advertisement/ description</li> </ul>	<ul style="list-style-type: none"> <li>* Loses context without a work history</li> <li>* Presents difficulties in emphasising loyalty, continuity or recency of experience</li> </ul>	<ul style="list-style-type: none"> <li>* entering the workforce for the first time</li> <li>* re-entering the workforce after a long absence</li> <li>* work history has been varied or unrelated to the job you're applying for</li> <li>* changing fields</li> <li>* emphasising skills that you haven't drawn on in recent work experience</li> <li>* you are an older worker, as it de-emphasises dates of work</li> </ul>	<ul style="list-style-type: none"> <li>* you want to highlight career progression</li> <li>* your recent jobs had limited responsibilities and functions</li> </ul>
<b>Combination</b>	<ul style="list-style-type: none"> <li>* Focuses work history, skills and accomplishments</li> <li>* Starts with a profile or key skills section, then work history</li> <li>* Combines features of other two types</li> </ul>	<ul style="list-style-type: none"> <li>* Emphasises your transferable skills</li> <li>* Highlights your relevant skills and shows them in the context of your working experience</li> <li>* Calls immediate attention to your accomplishments</li> </ul>	<ul style="list-style-type: none"> <li>* Can be lengthy</li> <li>* Work history is usually on the second page - some recruiters won't read that far</li> </ul>	<ul style="list-style-type: none"> <li>* each position involves a different job description</li> <li>* a shorter format would lack depth</li> </ul>	<ul style="list-style-type: none"> <li>* your work experience is limited</li> <li>* there are large gaps in your work history</li> </ul>

## **Example High Impact Resume Phrases**

The following CV / Resume Phrases provide some great examples of a Resume impact Statement.

A CV / Resume Impact Statement is designed to carefully use crafted sentences, that get your CV / Resume noticed for all the right reasons.

### **CV / Resume Phrases – Professional Summary or Profile**

- results-driven, logical and methodical approach to achieving tasks and objectives
- determined and decisive; uses initiative to develop effective solutions to problems
- reliable and dependable – high personal standards and attention to detail
- methodical and rigorous approach to achieving tasks and objectives
- entrepreneurial and pro-active – strong drive and keen business mind, identifies and develops opportunities; innovates and makes things happen
- good strategic appreciation and vision; able to build and implement sophisticated plans
- determined and decisive; uses initiative to meet and resolve challenges
- strives for quality and applies process and discipline towards optimising performance
- extremely reliable and dependable – analytical and questioning, strives for quality
- methodical approach to planning and organising – good time-manager
- excellent interpersonal skills – good communicator, leadership, high integrity
- strong planning, organising and monitoring abilities – an efficient time-manager
- self-driven and self-reliant – sets aims and targets and leads by example
- good interpersonal skills – works well with others, motivates and encourages
- high integrity, diligent and conscientious – reliable and dependable
- self-aware – always seeking to learn and grow
- seeks new responsibilities irrespective of reward and recognition
- detailed and precise; fastidious and thorough
- decisive and results-driven; creative problem-solver
- good starter – enthusiastic in finding openings and opportunities
- creative and entrepreneurial networker – effective project coordinator
- reliable and dependable in meeting objectives – hard-working
- emotionally mature; calming and positive temperament; tolerant and understanding
- seeks and finds solutions to challenges – exceptionally positive attitude
- great team-worker – adaptable and flexible
- well-organised; good planner; good time-manager
- seeks new responsibilities and uses initiative; self-sufficient
- solid approach to achieving tasks and objectives; determined and decisive
- excellent interpersonal skills – good communicator, high integrity
- energetic and physically very fit; quick to respond to opportunities and problems
- active and dynamic approach to work and getting things done
- financially astute – conversant with accounting systems and principles
- tactical, strategic and proactive – anticipates and takes initiative
- systematic and logical – develops and uses effective processes
- good listener – caring and compassionate
- critical thinker – strong analytical skills; accurate and probing
- good researcher – creative and methodical – probing and resourceful
- facilitative project manager; develops and enables group buy-in
- persistent and tenacious sales developer; comfortable with demanding targets
- resilient and thorough – detached and unemotional
- completer-finisher; checks and follows up – immaculate record-keeper

- team-player – loyal and determined
- technically competent/qualified [state discipline or area, to whatever standard or level]
- task-oriented – commercially experienced and aware
- excellent inter-personal and communications skills
- sound planning and organizational capabilities
- results oriented – focused on productive and high-yield activities
- tolerant and understanding – especially good with young children/elderly people/need people/disadvantaged people, etc
- emotionally mature – calming and positive temperament – compassionate and caring
- sensitive and patient interpersonal and communication skills
- high integrity and honesty; ethical and socially aware
- energetic and positive outlook, which often inspires others
- calm, reliable and dependable in meeting objectives – logical and numerate

**CV / Resume Quantification / context / scale indicators to be added to Resume Phrases**

- number of staff
- geographical territory
- number of accounts
- annual turnover or revenue
- annual cost budgets
- plant or asset value
- size of location or site
- number of departments
- number of locations
- international coverage
- number of distributors or customers
- value of business
- number of products
- number or scale of developments
- timings and work or project duration
- throughput or output
- speed of operation or turn-around
- travel or coverage
- cycle time or 'churn' or turnover (replacement) rate or percentage
- industry sector or segment or niche (eg, 'Automotive, consumer servicing and repairs')
- business-to-business (B2B) or consumer (some people recognise this as B2C)
- type of organisation – private company, public company, institutional, not-for-profit, etc
- other organisational descriptions
- organisational culture, structure, management style (be positive – not blaming or critical)
- area or region
- type department or division
- precise work or job function
- product or services descriptions
- expertise and quality standards and levels
- market position and share
- competitive position
- trends – increasing, reducing, declining, mature, developing, etc
- distribution model
- maturity of business or sector
- other factors, pressures, growth, etc

### **Non-work experiences that can be added to CV / Resume bolster work experience**

- voluntary work
- fund-raising
- grants and funding applications
- committee membership of societies and clubs
- organising things – at school, college, university, local community
- campaigning for a cause
- running a part-time business
- teaching and helping people
- caring for people
- creating things – art, writing, photography, sculpture, etc
- languages
- sports and fitness
- organising events and outings
- entertaining and performing

Reference : <http://sentient-recruitment.com/resume-phrases.html>



## Action words — To help demonstrate your skills

It is important to use **ACTION WORDS** in your resume and in addressing your selection criteria. Often though, when you sit down to write your resume, you keep repeating the same action words. Below is a list of action words sorted by skill type, to assist you in selecting words relevant to your experience and skills and then using them in your resume or selection criteria statement.

**A good starting point is to circle all the action verbs that apply to you and which could be used.**

### Achievement / Initiative

Achieved	Delivered	Implemented	Resolved
Accelerated	Demonstrated	Increased	Restored
Accomplished	Designed	Initiated	Secured
Added	Devised	Introduced	Selected as
Advanced	Doubled	Launched	Set up
Attained	Effectuated	Lowered costs	Stabilised
Augmented	Eliminated	Mapped	Standardised
Awarded	Enhanced	Maximised	Started
Accomplished	Established	Measured	Succeeded
Created	Exceeded	Negotiated	Surpassed
Conducted	Excelled	Obtained	Transformed
Completed	Expanded	Originated	Trimmed
Compounded	Extended	Performed	Validated
Contributed	Formulated	Produced	Widened
Decreased	Improved	Redesigned	Won

### Communication

Addressing	Directed	Mediated	Recruited
Arbitrating	Documented	Met	Referred
Arranging	Drafted	Moderated	Reported
Authoring	Edited	Motivated	Rewrote
Briefed	Enlisted	Negotiated	Spoke
Communicated	Expressed	Networked	Suggested
Composed	Formulated	Persuaded	Summarised
Confronted	Influenced	Presented	Translated
Contacted	Informed	Promoted	Wrote
Convinced	Interpreted	Publicised	
Corresponded	Interviewed	Questioned	
Described	Lectured	Read	
Developed	Marketed	Reconciled	

### Creativity

Acted	Dramatised	Integrated	Replaced
Broadened	Drew up	Introduced	Revitalised
Composed	Entertained	Invented	Shaped
Conceived	Established	Marketed	Sketched
Conceptualised	Executed	Modernised	Spearheaded
Conducted	Explored	Originated	Started
Created	Forged	Performed	Stimulated
Designed	Found	Pioneered	Strategised
Developed	Illustrated	Planned	Transformed
Directed	Imagined	Redesigned	Drafted
Discovered	Improvised	Rehearsed	Remodelled



## Action words — To help demonstrate your skills

### Financial

Accounted for	Audited	Developed	Planned
Adjusted	Balanced	Estimated	Projected
Administered	Budgeted	Financed	Purchased
Allocated	Calculated	Forecasted	Reconciled
Analysed	Computed	Managed	Researched
Appraised	Controlled	Monitored	Transferred

### Interpersonal

Advised	Demonstrated	Familiarised	Protected
Advocated	Diagnosed	Forecast	Provided
Aided	Educated	Fostered	Reconciled
Anticipated	Enabled	Guided	Rectified
Assessed	Encouraged	Handled	Referred
Assisted	Enlisted	Moderated	Represented
Cared for	Ensured	Observed	Served
Clarified	Evaluated	Orientated	Supported
Coached	Expedited	Predicted	Utilised
Counselled	Facilitated	Prescribed	Volunteered

### Leadership and Management

Analysed	Dispensed	Organized	Rewarded
Appointed	Drove	Oversaw	Saved
Approved	Employed	Planned	Scheduled
Assigned	Evaluated	Perfected	Supervised
Assumed	Executed	Preserved	Terminated
Attained	Formulated	Prioritised	Unified
Chaired	Guided	Produced	Withdrew
Contracted	Handled	Proposed	
Consolidated	Hired	Protected	
Consulted	Inspired	Realised	
Decided	Led	Recommended	
Delegated	Leveraged	Recruited	
Determined	Managed	Regulated	
Developed	Maintained	Reviewed	
Directed	Orchestrated	Revitalized	

### Organisational

Approved	Enlisted	Listed	Retrieved
Arranged	Executed	Logged	Revised
Catalogued	Expedited	Monitored	Scheduled
Classified	Extracted	Operated	Set up
Collaborated	Generated	Organised	Shaped
Collected	Identified	Pinpointed	Specified
Compiled	Implemented	Prepared	Streamlined
Conserved	Inspected	Prioritised	Substituted
Consolidated	Integrated	Processed	Systemised
Dispatched	Interfaced	Recorded	Updated
Distributed	Joined	Reorganised	Validated





## Action words — To help demonstrate your skills

### Problem solving

Analysed Corrected Eliminated Evaluated Examined	Identified Investigated Reduced Reorganized Reshaped	Resolved Reviewed Revised Simplified Streamlined	Strengthened Solved Tackled Utilised
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### Research

Acquired Amplified Analysed Calculated Charted Clarified Collected Compared	Conducted Critiqued Diagnosed Designed Determined Disapproved Evaluated Extracted	Formulated Identified Inspected Interpreted Interviewed Investigated Located Modified	Organised Processed Reviewed Researched Studied Summarised Surveyed Systemised
--	--	--	---

### Technical

Activated Assembled Began Built Calculated Computed Constructed Contrived	Converted Delivered Designed Detected Devised Displayed Engineered Exhibited	Fabricated Installed Maintained Navigated Operated Overhauled Participated Programmed	Repaired Resolved Retrieved Screened Serviced Sold Solved Trained
--	---	--	--

### Training / Development

Accepted Adapted Advised Analysed Applied Appraised Assessed Assigned Attended Calmed Categorised Challenged Choose Clarified Coached	Commanded Communicated Complimented Considered Cooperated Coordinated Corrected Defined Demonstrated Designated Developed Directed Disciplined Doubted Educated	Elaborated Elicited Emphasised Enabled Encouraged Evaluated Explained Explored Facilitated Generated Guided Identified Implemented Incorporated Indicated	Informed Instructed Integrated Investigated Listened Modelled Modified Motivated Observed Persuaded Set Goals Set Standards Simplified Structured Trained
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## Should I include Referees on my Resume?

Things to consider when adding referees to your resume.

- Consider the nature of the position you are applying for, would providing referees add credibility?
- Do I need this space to include more relevant evidence?
- Does the advertised position request referee details at time of application?
- Which referees would be most suitable for the position you are applying for?
- “Referees can be provided upon request” is acceptable and commonly used:
  - If you do not have local, professional or work related referees and you are in the process of working out who will be the best referee to provide credible evidence and vouch for your abilities
  - However if you do have good/solid referees that can be listed, then it is worth it and will add value
- If applying for entry level roles where there is no formal interview process then include referees; factory work, fruit picking, picking and packing, labouring work
- Have referee details ready and on hand for when the interviewer may ask for them
- Will adding a reputable referee help you get noticed and put into the “yes” interview pile?
- Another option is to say ‘Referees provided at interview’
- If you are still unsure speak with a professional career counsellor about the position you are applying for



## Cover Letters

### What is a Cover Letter? What is it's purpose?

A Cover Letter is to introduce yourself and inform the employers of your interest in the advertised job position and the company. The key is to persuade the employer by writing about your suitability for the position. The Cover letter should be a demonstration of your skills, qualifications, interest and research in the company. Hopefully they want to know more about you, invite you to an interview and give you the opportunity to speak further about your suitability for the job.

### Company name, Job title and Job Number

Make sure you have addressed the cover letter with the correct Company name, if you are copying old cover letters this can be a common mistake that candidates make. Ensure you clearly identify the Job title that you are applying for and the job number if it is listed, especially if going through a recruitment agency as they list many different jobs, not just the one that you are applying for. If not correctly identified your cover letter could end up in the bin or not reach the intended HR person.

If there is a job reference number include it in your letter, for example: **Re: Administration Officer - Job No. 54392**

### Presentation and opening lines

The cover letter and your resume or CV are the only tools that you have to market yourself to prospective employers at this point, so make sure they are a professional representation of you.

See some example below of possible opening lines;

- After reading your advertisement for [name of job] in the [.....newspaper] on the [date]
- I wish to apply for the position of [name of job] advertised in the [...newspaper/ website] on [date]
- Your advertisement in today's paper for a [name of job] appealed to me because.....
- I am enthusiastic about [name of job] because.....
- Expertise in the [... .....field] has given me a background which could make me effective in your organisation
- My background and education qualify me for consideration as a [ .....] in your organisation
- My extensive background in [..... ] has given me the expertise you require for this position
- I believe I could make a worthwhile contribution to [.....] as I have ..... year' experience in .....

### How to make your Cover Letter stand out from the crowd? What makes you the best candidate?

Make sure you match yourself and your skills to the job criteria listed in the Job advertisement or position description. Think about what you have to offer that is different or stands out from other candidates that will apply. Demonstrate how you have gained these skills by giving concrete examples. This is your opportunity to make your mark and claim your suitability for the position. Briefly cover your completed or current courses, planned finishing date, your major specialisations or special interest, and any outstanding academic results.

Highlight the most **relevant** experience you have included in your resume that matches the requirements of the position. Include other transferrable skills such as teamwork, communication, time management that you have gained through your other experiences in the community, volunteering, sports clubs and associations.

To help with this use the **STAR** or **CAR** technique in concise sentences.

<b>S</b>	<b>Situation</b>		
<b>T</b>	<b>Task</b>	<b>C</b>	<b>Context</b>
<b>A</b>	<b>Action</b>	<b>A</b>	<b>Action</b>
<b>R</b>	<b>Results</b>	<b>R</b>	<b>Results</b>

**Situation/ context:** What was the situation or context that **YOU** were able to gain the skill and knowledge?

*During my time at .....*

*As the supervisor for .....*

*I was responsible for the Project .....*

*When working in the implementation team.....*

*When I was on night shift a customer complained.....*

**Action:** What action did **YOU** take that makes you stand out or that you learnt a valuable skill or lesson from?

*Implemented new procedures in the office to create efficiencies.....*

*Each month I coordinate and run team meetings to allow us to collaborate and come up with new improvements....*

**Results:** As a result of **YOUR** actions how has this developed your skills, improved or added value to the company?

*As a result the staff now allocate more time to other priorities.....*

*Sales have now increased by 40%.....*

*We no longer have to rush at the end of the month.....*

Your cover letter is also an example of your written communication skills, so make sure it is professional and to the point. It should make the employer feel like you have demonstrated an appropriate background to be competitive for the position.

Please see the handout on “**Demonstrating your skills using action words**” to further help you prepare your cover letter.

### **Closing paragraph suggestions**

Close your cover letter on a positive note, thank the employer for their time and express your interest in the opportunity for an interview. Include the documents you have enclosed.

- Please find attached my resume and responses to the selection criteria for your consideration
- To support my application, I have enclosed a copy of my resume and selection criteria
- I look forward to discussing the position with you personally at an interview
- I would be happy to supply you with further information at an interview
- I believe that I have the potential to be a valuable member of your team and would welcome the opportunity to discuss my application in more detail at an interview.
- I believe the opportunity for an interview would affirm my suitability for the position, I have enclosed my resume and academic transcripts for your consideration.
- I would appreciate the opportunity to meet with you ...
- I am looking forward to meeting you and learning more about your organisation and the challenges of the position you have advertised
- I will call you next week to arrange a suitable time to discuss potential opportunities with ... (suitable for cold contact letters)

## Cover Letter Checklist

- ☐ Use only one page, writing short paragraphs that respond directly to the job description.
- ☐ Use the checklist to review and edit your cover letter.
- ☐ Keep font 10-12 point standard
- ☐ Include your name, address, phone number and email
- ☐ Date
- ☐ The recipient's name, title, organisation and address
- ☐ Formal greeting to the relevant contact person
- ☐ Position details and job numbers
- ☐ Clear structure
  - Introduction, what you are applying for, why you want to work for the company and why you are a good match for this position
  - **Relevant** education
  - **Relevant** experience, skills, expertise and qualities
  - **Relevant** transferrable skills
  - Research on the company
  - Closing paragraph, what you have included and what you want to happen next
- ☐ Standard margins and space between paragraphs
- ☐ 100% accurate spelling and grammar
- ☐ Well constructed sentences with no unnecessary words
- ☐ Positive tone, no weaknesses included
- ☐ Avoid slang, abbreviations, jargon or terms which are too casual
- ☐ Demonstrates strong communication skills
- ☐ Demonstrates your level of interest in the position
- ☐ Demonstrates your knowledge of the organisation
- ☐ Your email address and voicemail need to be professional too
- ☐ Ask a friend or colleague to review your cover letter before you submit your application.

# COVER LETTER TEMPLATE

## **YOUR CONTACT DETAILS**

Name

Address

Phone number

Email address – make sure this is a professional email address, not offensive, funny, or obscure

## **DATE**

25 February, 2020

## **EMPLOYER CONTACT DETAILS**—if you do not have this information Google it!

Name

Address

Phone number

Email address

Dear Sir/Madam or Mr/Ms Last Name (if known),

**Re: Application for xxxx position – Job No. xxxxxxxx**

### **1<sup>st</sup> Paragraph – Introduction - Purpose of your letter - what position you are applying for and why**

The job position you are applying for, where you saw it advertised company/ recruitment agency and the date of advertisement. Demonstrate your company research, why do you want to work for this company, why do you want this position? –you will need to research the company on the internet to find out more information, you can also look at company financial reports and any other information you can find, like LinkedIn profile groups. If you do not know a great deal about the company you will need to demonstrate your passion for the industry.

### **2<sup>nd</sup> Paragraph – Qualifications – education- relevant skills**

Provide details of the full title of all relevant qualifications, including the institution name. Include specific information as to why your qualifications are relevant, i.e. marks, subjects, projects, achievements etc. Demonstrating how your qualifications, skills and knowledge will benefit the position and company.

### **3<sup>rd</sup> / 4<sup>th</sup> Paragraph – Experience - transferable skills**

Highlight your work history that is relevant to the position, including other activities like volunteering if they are a match to the requirements of the job description. Include your position title, company name and responsibilities, skills demonstrated in this role. Mention relevant skills listed in the job advertisement **[employer expectations]**. Describe any relevant projects, internships, Industry Placements you have completed. Mention anything that will enable you to demonstrate transferable skills that you will bring to the company.

### **5<sup>th</sup> Paragraph – Close/ attachments/ Interview**

Draw attention to other included documentation i.e. resume and portfolio, summarise and reiterate why you feel you are the ideal candidate. Confirm your interest by requesting an interview, be specific use the company name provide your contact phone number.

Yours sincerely,

First Name Surname

Amanda McIntosh

## COVER LETTER SAMPLE

45 Elgar Road  
Box Hill Vic 3128  
Ph: 0453 665 257  
Email: [Amanda.McIntosh@gmail.com.au](mailto:Amanda.McIntosh@gmail.com.au)

25 February, 2020

Mr. Jarrod Meerkin  
Measure Up  
Suite 103 / Level 1, 115 Pitt St  
Sydney NSW 2000  
Ph: (02) 8821 7111  
Email: [info@measureup.com.au](mailto:info@measureup.com.au)

Dear Mr. Meerkin,

### **Re: Application for Bone Densitometry Technologist position**

After reading your advertisement for a Bone Densitometry Technologist advertised on Seek, 5 September 2014 I feel my education and background qualify me for consideration for this position. Your pioneering work in mobile DEXA scans direct to clients is an innovative approach and one that would suit my personality and preference to be on the road working in a variety of locations. Through the internship, involving rotating placements I was able to develop the skills needed to be adaptable and flexible I see this will assist with working at different locations. Working autonomously is something I enjoy, but I know the value in working well as part of the team to ensure that expectations and outcomes are being met.

I will graduate from the Bachelor of Applied Science (Medical Radiations) – Nuclear Medicine at RMIT in 2014, having completed an internship with 5 rotations at each of the 3 hospitals and a placement at the Royal Children's Hospital. Through this experience I have developed my ability to communicate well within the workplace, learnt how to organise my day and developed good time management skills whilst ensuring procedures are followed. I feel my empathetic nature, patient focused attitude is a strength of mine, along with maintaining a high standard of customer care in a professional manner.

As a sports instructor with the local netball team I have been able to develop my leadership and teamwork skills, this has developed my communication skills enabling the team to achieve great outcomes across the season. Coaching 4 afternoons a week has taught me to manage and balance my activities. These sound organisational skills have ensured positive results in both areas of my life. Working with the netball team has allowed me to build good rapport with a diverse range of people, this has been a skill that has improved my confidence and interaction with patients and staff in my work. I am a great problem solver, am willing to be flexible and have a practical ability to be adaptable when needed. I am a committed and motivated person with drive and energy to achieve the best possible results.

I believe that my attributes, skills, attitude and knowledge combine to make me the best match for this position, and have the potential to be a valuable member of your team. I would welcome the opportunity to discuss my application in more detail at an interview. I have enclosed my resume for your consideration and can be contacted on my mobile: 0453 665 257 if you need any further information or to arrange an interview time.

Yours sincerely,  
Amanda McIntosh

## Email – Cover Letters

You may need to send your Cover letter via email. This can happen when you have received an opportunity to apply for a position through your networks or word of mouth, circumventing the normal application process. This does not mean that you do not follow all the previous guidelines. You will still need to include a Cover Letter, Resume and a short cover email to outline the position you are applying for and other application details.

### What to include in your Cover Email?

**Subject Line -** Include the correct job title you are applying for, job number if applicable and your name

**Salutation -** Dear Sir/ Madam, or if you have the contact person's name, Mr / Ms Last Name

**Introduction-** Outline the position you are applying for and the attributes that would appeal to the employer and want them to select you for an interview

**Body of Letter-** This is where you will need to address the expectations of the employer and demonstrate why you are the best fit and what you have to offer the employer.

**Closing -** Summarise why you are the best fit, mention that you have attached your resume and cover letter. Request an opportunity to discuss your application further in an interview and provide your contact phone number. Thank them for considering your application.

**Signature-** Yours sincerely or Kind regards, and your name

### Things to remember

- Address the person professionally, make sure to include a salutation, for example: "Dear Ms. Smith"
- Use standard business letter writing guidelines.
- Use a standard closing, for example: "Yours sincerely"
- Space your paragraphs by leaving blank lines in between for ease of reading
- Review the Job position and use key words
- Make sure you have attached all the correct documentation, in the correct format required, for example: Resume, Cover letter, selection criteria, working with children check etc.
- Proof read your email and check spelling and grammar before you send your email
- Keep it clear, simple and to the point

### Things you shouldn't do

- Don't copy and paste your cover letter into an email –it will be overwhelming and too long
- Keep the written expression professional by not using abbreviations or emotions
- Avoid using wild colours, elaborate fonts and pictures, HTML or fancy typography

## SAMPLE EMAIL COVER LETTER

Dear Sir/ Madam,

I would like to apply for the Nuclear Medicine Technologist position as advertised on Seek. The delivery of your service to the public appeals to me and I feel this would be an exciting way to start my career in this field.

With my recent graduation from the Bachelor of Applied Science–Nuclear Medicine at RMIT, 12month internship at various hospitals and my other work experience I feel I have the skills and attributes that match this position well.

Please find attached my resume and cover letter for your review. I look forward to meeting you at an interview to discuss my application further. I can be contacted on 0453 665 257.

Yours sincerely,  
Amanda McIntosh





# Applying for **work** through Cold Calling Using a script

**Before calling** a company make sure you do some research about the organisation. Being prepared can help make cold calling much easier.

## **Who do you need to talk to?**

If possible knowing the name of the person you need to talk to will help. Try and **find** out what the person does that you need to speak to. For example you may want to talk to the Human resources Manager or the Recruitment Officer. Then when you make the call you can ask the receptionist for the person in this position. Make sure you have a pen and paper handy to write down there name. Ask them to spell it out if you did not understand what the name was.

## **Calling about a specific **job**?**

When researching the company see what **information** you can **find** out about the type of **job** or position that you want to **find work** in. The receptionist can have a wealth of **information** so you may wish to make an initial call to **find** out what you can. But prepare some questions first. When you make your actual call to ask about **work** you want to show how much you already know about the business to prove you're the right person for their company and the position.

## **Write a script to ease your nerves**

Writing a script lays out what you would like to ask so as you don't forget what to say. Practice the script to gain confidence and relieve some of your nerves.

Having a script helps with speaking clearly and professionally.



## Script Template

### Receptionist answers the phone.....

"Good morning My name is\_\_\_\_\_.  
I am applying for a position with your company and was wondering if I  
can have the contact name of your HR or Recruitment manager, please.  
Would I be able to speak with them?  
Thank you."

### To Human Resources Manager:

"Good morning\_\_\_\_\_.

My name is\_\_\_\_\_.

I'm calling about any **opportunities** for **work** as a (Name the position if  
you know it)\_\_\_\_\_at your company.

I've just completed my degree in\_\_\_\_\_, and I  
have a lot of **experience** or\_\_\_\_\_year's **experience** in \_\_\_\_\_  
and\_\_\_\_\_, which is an area I know your company  
specialises in. I've also worked in\_\_\_\_\_.

Are there any suitable openings at your company at present?

Can I send you my **resume** in case any positions become available in  
future?

Your script should highlight your **skills** and **experience** and why you stand  
out from the crowd. It should vary to suit each potential **employer**. You  
might be transferred to different people in the same organisation -  
remember to introduce yourself again and explain the reason for your  
call.



## During the call

Make sure you have done plenty of preparation as if you were attending a real **job interview**.

- Have your prepared script and make sure you have read it through a few times to build confidence.
- Have a glass of water before you call as nerves can make you anxious and give you a dry throat.
- Dress to impress, this will get you in the right frame of mind.
- Sit at a desk or table, sit up straight and put a smile on your face. This all helps with your confidence and how you sound on the phone.
- Make sure you **find** a quiet room, somewhere that you will not be disturbed.
- Put your mobile phone on silent.

This will give you the best chance of gaining an **interview** and making a good impression.

Being polite and using good communication **skills** is a great way to make a good first impression on the phone;

**Speak clearly** – try not to use ‘um’, ‘er’ or mumble.

**Excuse yourself** - If you need to sneeze or cough put the phone to the side and cover the microphone, try not to sniff or splutter into the phone.

**Use their name**– Right down the name of the person you are speaking to or anyone you are transferred to. This shows respect and warmth to the person you are about to speak with and will make the conversation more personable and comfortable.

**Say thank you**- thank the person for their time.



### **Take notes**

Notes of what was said in your phone calls will be helpful to have ready for the next time you speak with the **employer**. It will stop you from going over things that you have already discussed and show that you are organised.

### **Confirm any action that you need to take**

Summarise any action that you will take when the call is over. For example; I will send you my **resume** by email to you today.

### **Be persistent**

If this was not the right person or you haven't found what you wanted, ask for the contact details of someone who may be able to help. Persistence does pay off, don't give up, keep trying.

If the person you want to speak to is unavailable, ask if you can be put through to their voicemail. Leave a message or ask when the best time to call back is. If the organisation won't give out direct numbers, get an email address if you can.

### **Keep your promise after the call**

Once you've made the call all you need to do now is follow through with what you need to send, email your **resume** or contact details. Do this straight away if possible!

### **Follow up**

Keep track of who you have called and what date you need to follow up. If someone said they'd call you back but you don't hear from them after a week or so, give them another call.

Chances are they've been busy and forgot to get back to you. Ask for the person who you were talking with and simply say that you are calling to follow up on the phone conversation about the possible position or vacancy and were wondering if you received my **resume** and details ok.

It is very difficult to cold call people that you don't know. However this is another great way to search for **work**. It is never easy, but with confidence, politeness and persistence you never know what **opportunities** you may **find**.  
things happen for you.

# What to Wear to Your Job Interview

## Interview Attire for Men:

Clean shaven face or neatly trimmed beard

### Two-piece suit

- Cleaned and pressed
- Conservative colors like navy and dark gray

### Long-sleeve shirt, even in summer

- White or light blue solid color

### Empty pockets to eliminate bulges

### Conservative tie

### Belt matching color of shoes

### Leather shoes, black or cordovan

- Polish night before

### No earrings

### Clean, trimmed fingernails



## Tips

- ❗ Lay out your interview outfit the evening before and check for stains, tears or missing buttons.
- ❗ Make sure your interview clothing is clean and well pressed.
- ❗ Except for women's earrings, avoid body-piercing jewelry.
- ❗ Avoid perfume, cologne, and aftershave.
- ❗ Men should be clean-shaven. A carefully trimmed beard or mustache is also acceptable. Avoid stubble that looks like a few days of growth.
- ❗ If possible, cover your tattoos.
- ❗ Wear clothes that fit.
- ❗ Do not wear flashy jewelry or watches.



## Interview Attire for Women:

### Two-piece, matched suit

- Skirt should cover thighs when seated
- Navy, black, gray or dark brown

### Tailored blouse, shell or knit top

- Do not show cleavage
- Avoid gaping at chest

### Leather Shoes

- No stilettos or platforms

### Carry only one bag or tote

### Avoid perfume

### Avoid heavy makeup

### Clean, trimmed fingernails



You only get one chance to make a good first impression with a potential employer. The clothes you wear are the first part of that first impression, so dress to impress. A business suit says you mean business, even though it may make you feel overdressed and uncomfortable. It shows that you care about making a good first impression. Thousands of people are eliminated as job candidates every week merely because they were not dressed appropriately for the interview, but a business suit is always appropriate.



## Interview Question Bank

Can you tell me about yourself and what made you interested in working here?

Do you have previous experience in the health industry?

Are you good at doing several tasks at a time? Can you give an example?

Tell me about a situation when you made a customer happy through your services.

What skills do you have that you feel would make you a good fit for this position?

Can you give me some examples of health and safety procedures you have used?

What challenges do you expect to face in the health industry?

Do you have reliable transportation?

Do you work well as part of a team? Give an example of when you have had to work as a team in a previous role.

How would you handle a difficult customer or employee?

How flexible is your availability? (Some jobs in the health industry may involve shift work, particularly in hospitals)?





### Tell me/ us about yourself

Think about it from the interviewer/ employers point of view. What are they looking for in an employee?

- ✓ Friendly and confident > smile and answer questions clearly and with confidence
- ✓ A pleasant personality > be engaging and affable
- ✓ Relevant previous experience to the job
- ✓ Positive attitude and a good work ethic
- ✓ Values
- ✓ Motivations
- ✓ Other relevant experience
- ✓ Willingness to learn
- ✓ Why you want this position

#### For example:

I have just finished my Cert IV in Allied Health Assistance which included a placement at a clinic which I really enjoyed as it gave me the practical experience. This really helped me learn a lot about working with patients and I was able to pick up some good techniques to help them relax. A highlight for me was when I realised I had the skills to make a patient feel comfortable, by talking to her about a common topic she was able to take her mind off the treatment and relax while the procedure was done. In my spare time I enjoy my voluntary work singing at aged care facilities and spending time talking with the elderly residents. I also enjoy jogging and bbq's with my large family. While I have been studying I worked in a local café, this is a great place to work where I have enjoyed the interaction with customers who are of all different ages. This work and the positive impact on people's health is aligned with my own values and taps into my natural abilities to interact with a diverse range of people, and this is why I have applied for this position.

**1. Who You Are** — Your first sentence should be an introduction to who you are professionally, an overview statement that shows off your strengths and gives a little sense of your personality too. This is not easy to do gracefully on the fly. It pays to prepare a bit in advance. **Concisely summarizes diverse background.**

I have just finished my Cert IV in Allied Health Assistance which included a placement at a clinic which I really enjoyed as it gave me the practical experience. This really helped me learn a lot about working with patients and I was able to pick up some good techniques to help them relax.

**2. Experience Highlights** — Don't assume that the interviewer has closely read your resume and knows your qualifications. Use 2-4 points that you think make you stand out. **The emphasis here is on experience, enthusiasm, and proof of performance.**

A highlight for me was when I realised I had the skills to make a patient feel comfortable, by talking to her about a common topic she was able to take her mind off the treatment and relax while the procedure was done. In my spare time I enjoy my voluntary work singing at aged care facilities and spending time talking with the elderly residents. I also enjoy jogging and bbq's with my large family.

**3. Why You're Here** — End by telling them you want the position and why. **Concise and positive.**

While I have been studying I worked in a local café, this is a great place to work where I have enjoyed the interaction with customers who are of all different ages. This work and the positive impact on people's health is aligned with my own values and taps into my natural abilities to interact with a diverse range of people, and this is why I have applied for this position.

Resourced from - <http://biginterview.com/blog/2011/09/tell-me-about-yourself.html>

## JOB MATCH – Jos Seeker Interview feedback Form



Job Seekers Name: \_\_\_\_\_ Interviewers Name: \_\_\_\_\_

Company Name: \_\_\_\_\_ Type of Job/s you are applying for? \_\_\_\_\_

Please rate the job seekers performance in each area on a scale of 1 (lowest) to 5 (highest).

This is a learning experience so your honest and constructive feedback is important in supporting them becoming work ready.

<b>Professional Appearance:</b>	Job seeker looked clean and neat and dresses appropriately for interview standards.	1	2	3	4	5
	Job seeker is well prepared and on time	1	2	3	4	5
<b>Professional Conduct:</b>	The Job seeker introduces them self	1	2	3	4	5
	Makes eye contact	1	2	3	4	5
	Smiles	1	2	3	4	5
	Shakes hands	1	2	3	4	5
	Sits appropriately	1	2	3	4	5
	Appears confident, enthusiastic, positive body language and engaged	1	2	3	4	5
<b>Communication Skills:</b>	Job seeker uses proper grammar	1	2	3	4	5
	Listens actively	1	2	3	4	5
	Responds with short, appropriate and relevant answers	1	2	3	4	5
<b>Background and Experience:</b>	Job seeker is able to describe volunteer, work or personal experiences that relate to the selection criteria and or questions	1	2	3	4	5
<b>Questioning Skills:</b>	Job seeker asks appropriate questions	1	2	3	4	5
<b>Application/Resume:</b>	Paperwork is neat, clean and well-prepared and includes relevant skills and abilities for the position they are applying for	1	2	3	4	5



## JOB MATCH – Jos Seeker Interview feedback Form

<b>Attitude and Motivation :</b>	Job seeker knows why they want this job and what they can offer to the organisation	1	2	3	4	5
	Job seeker knows about the organisation, vision, goals and expectations	1	2	3	4	5
	How well does the job seekers experience, skills and abilities match the job they are applying for?	1	2	3	4	5
<p>Comments:</p>						

# What Soft Skills will Employers Expect You to Demonstrate?

Check which ones you already have

## Responsibility

<input type="checkbox"/>	I am dependable and reliable. People can count on me.
<input type="checkbox"/>	I do every job well, regardless of my personal feelings.
<input type="checkbox"/>	I take responsibility for my behaviour and actions.
<input type="checkbox"/>	I have the ability to solve problems.
<input type="checkbox"/>	I am proactive, willing to take reasonable risks to show initiative.

## Integrity/Honesty

<input type="checkbox"/>	I am trustworthy and am a person of good character.
<input type="checkbox"/>	I have the ability to admit mistakes and seek solutions. I do not blame others.
<input type="checkbox"/>	I understand the value of being loyal and truthful.
<input type="checkbox"/>	I understand the importance of confidentiality.

## Work Ethic

<input type="checkbox"/>	I complete required tasks on time.
<input type="checkbox"/>	I do what it takes to get the job done.
<input type="checkbox"/>	I have planning and time management skills.
<input type="checkbox"/>	I have the ability to work independently.
<input type="checkbox"/>	I ask thoughtful questions when I do not understand a task.
<input type="checkbox"/>	I do more than is expected of me, not waiting to be told what to do.
<input type="checkbox"/>	I volunteer to help without being asked.
<input type="checkbox"/>	I ask "what else can I do" when I finish a task early.

## Professionalism

<input type="checkbox"/>	I act and look professional when appropriate.
<input type="checkbox"/>	I know how to respond in difficult situations.
<input type="checkbox"/>	I am able to control my emotions and feelings appropriately.

## Communication Skills

<input type="checkbox"/>	I have effective presentation and public speaking skills.
<input type="checkbox"/>	I listen to others and do not interrupt them.
<input type="checkbox"/>	I understand proper email and telephone usage.

## "On the Job" Approach to Work tasks and Projects

<input type="checkbox"/>	I show enthusiasm for projects I am given.
<input type="checkbox"/>	I am friendly and treat people with respect.
<input type="checkbox"/>	I have a sense of humour.
<input type="checkbox"/>	I am self-confident and sensitive to cultural diversity.
<input type="checkbox"/>	I am a team player, working well with others.
<input type="checkbox"/>	I am interested in learning new information and skills.
<input type="checkbox"/>	I know how to follow and take directions well and can be flexible as needed.

How did you do?

Use a marker to highlight the soft skills you did not check.

Start developing these Soft Skills now through volunteering, community work or other activities where you can develop these skills and increase your work readiness

[illegible]