

RIJI

REAL INDUSTRY JOB INTERVIEWS

TEACHER RESOURCE: **HAND OUT PAGES**

*This document only includes the student handouts.
The full resource can be found at jobsforyouth.com.au*





The RIJI initiative is an integral part of the Jobs for Youth Campaign developed by the Inner Northern Youth Employment Taskforce to improve job readiness skills of young people.



TEACHER RESOURCE

Real Industry Job Interviews is a work readiness program that assists students in developing job search, resume writing and interviewing skills.

This program is for young people in Darebin, Moreland and Yarra, as an initiative of the Inner Northern Youth Employment Taskforce.

Acknowledgements

The RIJI Program was developed by Epping Secondary College and the RMIT University Youth and Community Partnership group in 2006.

The initiative has since expanded across the Inner Northern LLEN region with support from the 3 local councils, community agencies, and local businesses with 25 schools participating in 2016.

This teacher resource has been developed in collaboration with Real Industry Job Interviews (RIJI) Steering Committee members and has been revised a number of times to keep up with current employment and recruitment practices. We thank everyone who has made a contribution to this resource.

INNER NORTHERN



INLLEN version #3 created June 2016.

Identifying strengths and skills - Online activity

Understanding your strengths and skills is an important factor in your job searching process. This knowledge can:

- Help you pick jobs suited to you
- Be included on your resume and cover letter
- Help you to answer questions about yourself in a job interview

You may realise that you have skills and attributes relating to a number of career options that you had previously not considered. Most skills are suited to a range of different career options.



Online activity

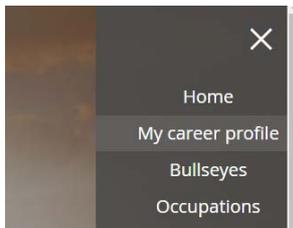
▶ Take the myfuture interests and skills quizzes

1. Navigate to <https://myfuture.edu.au/>

2. Create an account



3. On the menu (right hand side), click on 'my career profile'



4. Complete the two quizzes under 'interests' and 'skills' on the top menu



The quizzes include multiple choice questions and take approximately 5 minutes each

5. A results summary is generated that identifies a dominant skill area under the categories *ideas, people, things, and data*.

Ideas	Writing Creatively	Designing Objects
People	Thinking Creatively	Thinking Critically
Things	Judging Qualities	Researching
Data	Updating Knowledge	Creating Works of Art
	Solving Problems	Planning Strategies

Skills for working with thoughts, ideas or concepts. These skills are expressed through the production of visual art, performance art, music, written works, scientific theories, complex equations, judgements or strategies. People with these skills usually prefer work that allows freedom of thought, the expression of ideas and emotions, the pursuit

Exploring careers

There are so many different types of jobs out there, even jobs that haven't been invented yet!

It can be difficult to imagine what jobs you might have in the future. In fact, many people end up in a career they never imagined when they first set out.

A good place to start thinking about your future jobs and careers is by thinking about your passions, and things that you're naturally good at.

Follow the instructions below to view the Careers Bullseyes, and start by choosing a learning area that you enjoy.

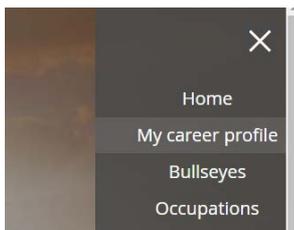


Online activity

► Explore Career Bullseyes

1. Navigate to <https://myfuture.edu.au/>

2. On the menu (right hand side), click on 'Bullseyes'



3. Explore career pathways by clicking on a learning area they enjoy



4. The bullseye is separated into four levels: from school graduate or Cert I and II, to higher education.

Inside each level are some job examples.

Click on a job to see an overview of what that occupation does.

5. In the top menu, click on pathways to see some examples of the types of pathways that can lead to this job.



Resume Builder - part 1

Name:

Date:

My target position:

▶ **Summary of your top skills/ strengths:** your top 4 to 6 selling points for the target position

▶ **Objective:** Set a SMART goal to do with a job/ career goal, it can be a short or long term goal

A SMART goal is

- Specific
- Measurable
- Attainable
- Relevant
- Time Bound

My goal is:

SPECIFIC	MEASURABLE	ATTAINABLE	RELEVANT	TIME BASED
<i>What is your goal? Include details (who, what, when, where, how)</i>	<i>How will you know when you have achieved the goal?</i>	<i>Is the goal achievable?</i>	<i>Why is this goal important to you at this point in your life?</i>	<i>How long will your goal take to achieve?</i>

Resume Builder - part 2

Employers Requirements

From the job ad you have chosen, what are the employer's top 3 needs and how you meet them?

Employer's need #1:

Your examples that you meet this need:

Employer's need #2:

Your examples that you meet this need:

1. Employer's need #3:

Your examples that you meet this need:

Experience

Experience: What experience have you had that proves your ability to do the job? Start with your most recent experience first. Experiences can be from jobs, at school, organisation or volunteering.

Title	Experience	Dates
<i>Example:</i>		

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Education: List any relevant education and training

Qualifications Obtained	Institution	Dates

Resume Builder - part 3

Power words and statements

In response to your chosen job ad, create a list of power words and statements:

Finding a job

There are many different ways to find work and each requires a variety of skills.

Many people obtain work through someone they know or through a 'friend of a friend', through parents or other family friends. More often than not, an application has to be submitted for an advertised position.

- ▶ A job is a numbers game. The more applications you submit, the more likely you are to be successful. Try not to take knock backs personally. Keep trying and stay as positive as you can.

Where to look for jobs:

Personal Networks

Check in for opportunities with people you already know

- Family members and their workplaces
- Sporting clubs
- Neighbours, friends and acquaintances
- Local businesses- trades people, pharmacy, retail, hospitality and health clinics
- Volunteering experiences

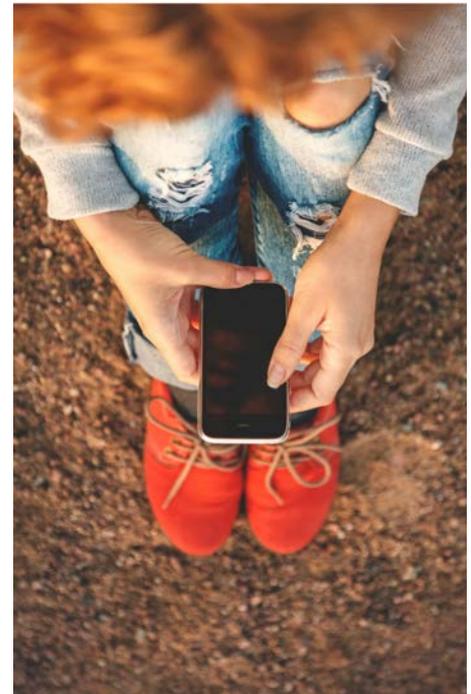
Online

- www.jobsforyouth.com.au This job searching platform is designed for young people living in Melbourne's inner north, and has a focus on entry level jobs for young people
- Linked In (au.linkedin.com) is social networking for jobs. It can be used by:
 - using as a job searching platform
 - following employers of interest to keep updated on when they're hiring, and learning more about them
 - networking with people, whether it's friends, or human resources/ recruitment people
 - joining groups to broaden your network or learn more about your industry of interest
- Other Major job searching websites include:
 - seek.com.au
 - mycareer.com.au
 - indeed.com.au
 - gumtree.com.au
- Some larger companies post their job vacancies directly on their own websites

Agencies/ Providers

There are a number of local agencies that support people looking for work

- **Apprenticeship and Traineeship providers:**
 - agaustralia.com.au
 - appsmatter.com.au/
- **Job Actives**
Australian Government's employment service providers. You can find a local Job Active here: <https://jobsearch.gov.au/>
- **Centrelink**
Centrelink can provide you with job searching information and identify if you're eligible for programs.
- **Local Recruitment and Employment agencies**
You can register with recruiters or submit your resume directly to their website, or in response to an advertised positions. Try and get on the recruiters radar by calling to follow up your application.



Local

Keep an eye out in your local area in shop windows and community notice boards.

Become a member of the Jobs for Youth Talent Community

Sign up

Navigate to <http://www.jobsforyouth.com.au>



- ▶ Click on 'Join this Community' and click 'Register'. Another option is to register with Facebook. You must be logged in to Facebook to do this. Once registered you will receive an email welcoming you to the Talent Community.
- ▶ You can now sign in and out via the button on the top right of the page:



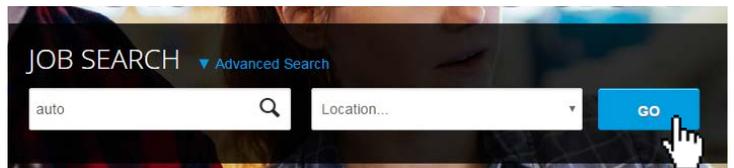
Search for jobs

Jobs for Youth aggregates jobs from many websites posting available jobs in Melbourne's inner north. Local employers can also post jobs exclusively to the website. This allows Jobs for



Youth members to view these jobs before they appear elsewhere.

- ▶ Get started by either browsing all jobs, click 'see all' next to 'Latest Jobs'
- ▶ Or type in a key word of a job/ industry of interest and click 'go'
- ▶ If you are searching by location a list of suburbs and postcodes will appear
- ▶ You can scroll through the location list or type the first few letters of the suburb to find the location you are looking for
- ▶ Click **GO** to conduct the search

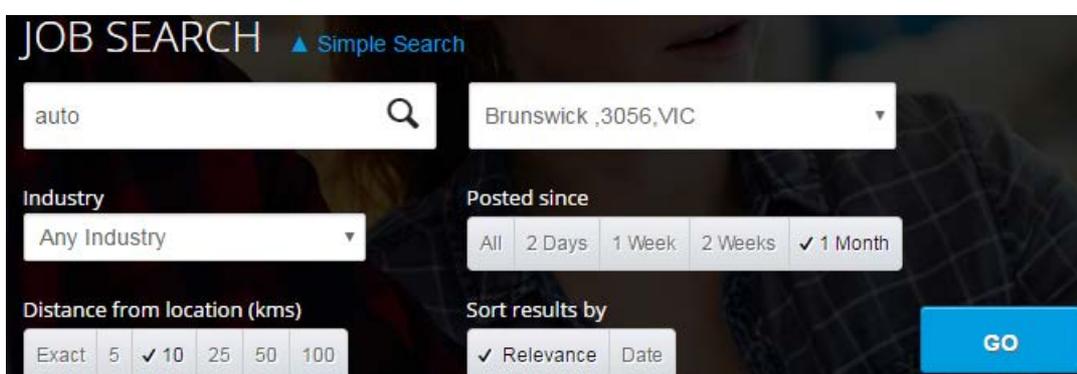


Advanced search

To get more specific results, click **advanced search** and apply filters by industry, location and the date the ad was posted. To get more results, you can broaden the distance from your location. To get fewer results, you can select an industry or restrict the time since the job was posted.

Not getting the results you want? Try these additional search techniques:

- add quotation marks for specific phrases eg. "customer service"
- use the terms OR , AND, NOT (remember to use capital letters) to narrow your search. Some examples:
 - Sales jobs, but I don't like cars, Type in: *sales NOT cars*
 - I like cars, but I'm better with customers than mechanics. Type in: *cars AND customer*



Become a member of the [Jobs for Youth Talent Community](#) - continued

Create a Job Alert

Job Alerts can be helpful to notify you as soon as a job suited to your interests is posted. Create one by doing a search, then clicking 'create alert'. Now, as soon as a job is posted that matches your search criteria, you will immediately receive an email notification. Job Alerts can be used for two purposes:

1- You're interested in a really specific job that only comes up once in a while, for example working in an art gallery. Create an alert with the search term "gallery", and as soon as a job with that term is posted you will be amongst the first notified.

2- You have created a search that consistently brings up jobs you like. Get an email notification whenever a new job is added in this criteria.

Print a Job Beacon

Job Beacons are printable notices that include the detailed job description, a weblink and a QR code. To print a job beacon, view a job ad, then on the right hand side under 'share this job' click on Print a Job Beacon.

Once you have found a job that you would like to practice an application for, print the job beacon.



PRINT A JOB BEACON

Applying for a job

If a job has been posted by an employer exclusively on the Jobs for Youth website, when you click on a job you will be asked to enter your details, upload your resume and write a cover letter.

If the vacancy has been sourced from another site, you will be taken to whatever site that is, and you will need to work through their system to submit the application. The process will be different according to the site you are taken to.

Other features

Events

jobsforyouth.com.au will list events and activities happening as a part of the annual Jobs for Youth Campaign. You will be able to view and sign up for local events such as Barista (coffee making) courses, resume building workshops and more.

Sharing

You can share a job with friends and family via email and social media. When viewing the Job, on the right hand side, click one of the options under 'share this job'.

You can also invite members to the community, by navigating to the top black bar, click on 'Community, then click 'invite members'.

SHARE THIS JOB



Receive communications

As a member of the Jobs for Youth Talent Community you will receive email notifications about local opportunities and activities to do with finding jobs. You can opt out of these messages at any time.

Choose a job of interest



During the RIJI Program, you will choose a job advertised online and practise an application and interview for that job. Keep in mind, you are selecting a real job, but the application and interview are just for practice. Gaining practice and confidence will help you to succeed in getting future jobs.

▶ **Locate a Job**

Using Jobs for Youth or another website, locate a job advertisement that matches your interests and abilities. Entry level roles, traineeships and apprenticeships are a great place to start for those new to working.

Print a copy of the job advertisement. You will need this for your RIJI application. If you're using Jobs for Youth, you can do this by creating a Job Beacon (information on Page 20).

▶ **Research the employer**

If you know the employers name, find out more about the business/ organisation to determine if you would like to work there. Use the following points as a guide:

▶ Does the company have a website? Y/N Address:
▶ Investigate the company's size, products or services that they offer. Description:
▶ Are there other companies linked to this one?
▶ Are there opportunities for promotion, and/or are there training opportunities (is it accredited training?)

Talent Communities powered by 

****NEW JOB OPENING ON:**

Jobs for Youth

 JOB BEACON

Sales Cadet | Graduate Opportunity | Customer Service | Digital Automotive Space
INSIGHT RESOURCING PTY LTD
 Melbourne, VIC Posted 5/12/2016

As a defined fixture in the Australian online automotive landscape, this well known business is continuing to grow at an unparalleled pace and doesn't seem to be slowing down any time soon.

Hosting a growing portfolio of market leading e-commerce based websites, this global media organisation is looking to appoint an intelligent and motivated university graduate or junior level phone sales candidate for sales cadetship.

This unique sales cadetship opportunity will provide one lucky candidate entry into a tier 1 organisation, where you will be trained up from scratch on all things automotive, e-commerce, sales and customer service. You will be part of a young, dynamic sales team who are highly successful and passionate about the online brand they represent.

With solid end to end training provided for the successful candidate, you will be working in a fast paced phone sales, customer service and account management position, where you will be responding to incoming sales leads via email and over the phone. So it is essential you have strong verbal and written communication skills.

The candidate:

This position requires a very intelligent and driven candidate who is a great communicator, is well organised, reliable and most importantly someone looking to build a career in sales and customer service. An interest in the automotive space is also highly regarded, but not essential.

What's on offer:

To view and apply for this job on the web visit:
<http://www.jobsforyouth.com.au/job/7929762>



Scan here with your phone
to view the job on the web





Power words and statements describe you, your values, your attitude and approach to employment. These words can be used on a resume to describe personal attributes.

Power words can be targeted to reflect the industry you are applying for.

Examples:

1. Customer Service position – **friendly and engaging phone manner, good people skills, interested in helping people**
2. Carpentry apprenticeship – **ability to measure accurately, hard working and enthusiastic about the building industry, willing to learn new skills**

Brainstorm Power words for the following industries



▶ **Fashion Retail**



▶ **Apprentice Horticulture**



▶ **Administration Assistant**

Create a list of power words and statements

- ▶ In response to your chosen job ad, create a list of power words and statements in your Resume Builder – part 3. These words will be used in your resume and cover letter.

Sample power words/statements

active	adaptable	ambitious	assured	attention to detail	calm
caring	cheerful	considerate	conscientious	hard working	consistent
creative	credible	dependable	determined	diligent	diplomatic
discreet	dynamic	eager	efficient	energetic	enterprising
enthusiastic	excellent	flexible	focused	generous	happy
honest	independent	industrious	knowledgeable	level-headed	loyal
mature	methodical	motivated	open	passionate	persistent
practical	productive	professional	punctual	quick-learner	realistic
receptive	respected	resolute	responsible	self-starter	sincere
steadfast	studious	tactful	team player	thoughtful	tough
trustworthy	unbiased	vigorous	warm	willing	

Resume Writing

▶ Why is a resume needed?

- Resumes are expected for almost all types of jobs from Clerk to Chief Executive Officer
- Resumes allow you to have all the facts in the one place
- A strong resume can make you appear more professional than another candidate

▶ The process of creating a resume can also help towards interview performance

Writing down your skills and experience will help you to later articulate these selling points in your interview

Ingredients for a Great Resume

The job market is competitive; sometimes one job can have a huge number of applicants. In these situations, an employer/ recruiter only spends an average of **6 seconds** per resume! This means, you need your top selling points and why you're best suited to the job, front and centre. Make your writing clear and to the point, in a 1-2 page resume.



▶ Sell yourself! In many job application processes, a strong resume is your ticket to an interview



▶ Effective keywords/ power words and statements in response to the job ad you're applying for. Your resume should be customised for each individual job you apply for



▶ Computer generated with simple formatting, font size 11 or 12 point in black or grey, printed on clean white paper

▶ 1- 2 pages in length



▶ Include accomplishments, awards and achievements

▶ Focus on your strengths, but never exaggerate the truth

▶ Include all current contact details for yourself and referees

▶ Explain gaps in employment history (travelling, parenting, studying etc)

▶ Leave out: date of birth, place of birth or marital status. These items do NOT need to be included



▶ Have someone proof read your resume for mistakes or information that may have been overlooked

If you haven't had a paid job yet, here's how to highlight your skills and qualifications:

Even though you may not have had work experience, you can still highlight the skills, abilities and experience you've gained through school, training, voluntary positions or community group involvement. Examples:

- When including relevant experience specific to the job
"I have two years' experience with all aspects of customer service and retail sales gained as a part-time volunteer with the Salvation Army's Savers program"
- Key skills, qualities and abilities specific to the job
"I have hands-on experience with a range of computer applications. I work well with others in stressful situations."
- Relevant qualifications or training/academic track record specific to the job
"My studies have focused on mathematics and science, and I took additional applied maths and chemistry electives in Year 11."

SAMPLE RESUME

Mary Richards

12 Orchard Grove, Highfield, 3023

Provide your full name (or preferred name).

Include your postal address, phone number and email address.

Make sure your phone has a clear voicemail message or that there is someone available to take a message for you.

OBJECTIVE

I am seeking the opportunity to expand my skills, knowledge and experience in a junior role. I am eager to learn and open to tackling a range of tasks.

ACHEIVEMENTS & ABILITIES

- ▶ A team player and strong communicator
- ▶ Organised and great attention to detail
- ▶ Takes pride in work and always achieves tasks to high quality
- ▶ Computer skills: including word-processing, spreadsheets, research and social media
- ▶ Working with Children Check – volunteer
- ▶ Certificate - Introduction to First Aid

OBJECTIVE

A career objective explains what you're looking for and what you can offer. It shows that you've thought about what kind of work you want to do.

Keep it brief (one or two sentences). It can be written to suit each job you apply for or it can be more general to suit your overall career or job goals.

EDUCATION

2016 Year 10, Highfield Secondary College
Current student
Subjects include English, Social Science, Mathematics, Biology, Geography

ACHEIVEMENTS & ABILITIES

Include any formal achievements e.g. awards or certificates such as First Aid, a music or sport qualification.

Now think about more informal achievements (things you're proud of) based on your activities, hobbies and interests both in school and out of school e.g. clubs you belong to, tasks you help out with at home or in the community.

Abilities Refer to the skills you have listed in your Resume Builder document.

PROFESSIONAL EXPERIENCE

March 2015 to Present
Highfield Primary School
After School Care Assistant – Voluntary

The Highfield Primary School after school care provides a safe and nurturing environment for up to 30 students.

Responsibilities: As after school assistant I support the Coordinator to organise recreational activities and healthy snacks for the students. I have become efficient at preparing and packing up activities and completing general administration in short time frames.

June 2015 (2 weeks)
Practical Shoes
Reception and Administration – School work experience

Practical shoes are a local shoe manufacturer that produces shoes and boots for work wear.

Responsibilities and achievements: During my two week work experience I completed a range of duties including answering phone enquiries, uploading content to the online store (Shopify platform), filing and general office duties.

EDUCATION

You can list your subjects and results or just name the last year of school you completed (where and when) – it's up to you.

PROFESSIONAL EXPERIENCE

Include any relevant work experience (position, name of employer and length of employment). Start with the most recent and work backwards.

Include a sentence about the employer. This shows you had an understanding of their core business/ mission.

Aim to include some of the responsibilities you had in this job, and also any achievements you had, whether it was an achievement for the organisation or yourself.

INTERESTS

INTERESTS

Writing a bit about what you do in your spare time helps an employer get to know you. It's another chance to draw attention to your abilities and achievements

Include things like team memberships, long-term interests and any informal training you've done through a social club

- ▶ School basketball team member - premiership team in 2015
- ▶ YMCA Computer Clubhouse member
- ▶ Australian Youth Climate Coalition member

REFEREES

Anna Bell

After School Care Manager, Highfield Primary School
0400 111 222

Cameron Davies

Teacher, Highfield Secondary School
03 9300 1111

Written reference enclosed

WRITTEN REFERENCES

Written references are very useful to add to your resume to highlight your skills. You can ask referees to write you a reference that describes your best skills and qualities

REFEREES

Who can be a referee?

Someone who knows you well, like a colleague, team-mate, coach, mentor, teacher or another member of the community you've worked with or helped out. Avoid using family or close friends as referees unless there are no alternatives.

Make sure you provide up-to-date contact details of your referees and always make sure you have permission before including them in a resume.

Always let your referees know if you're going for an interview. This means they will be prepared and expecting a call from the employer. It also helps to tell referees about the job you're applying for so they can think about how your skills and abilities will be relevant



You can download a copy of this resume template at jobsforyouth.com.au in the Real Industry Job Interviews section

Resumes, what **NOT** to do

Mr Jon Smithington

12 Marine Drive
0400 111 222
Chocolate.addict@hotmail.com

Objective

Seeking an opportunity where I can apply my skills in a friendly organisation with plenty of room for advancement.

Experience

Sales Assistant

- Meeting sales targets
- Customer services
- Problem solving
- Visual Merchandising
- Customer follow ups

Sales Representative

- In store sales and quoting
- Highest achievement on sales
- Installation of Audio & Visual in homes and business.
- In home quoting was a big part of how I am during the sales process.

Family run business – Customer Service

- Customer Service and using the register to take payment
- Preparation of food daily – and orders for Wholesale Customers
- Ordering of Stock for the restaurant
- Managing Staff memver.
- Cleaning of Kitchen and restaurant area.
- Small levels of book keeping and processing of Invoices for payment.

Education

- Victorian Certificate of Education Completed
- Gained award for Graphic Arts

Intrests

Landscaping, tiling, deck work etc., Sports – Soccer and AFL, I love audio and visual entertainment and as a hobby I enjoy learning about all the new technology, especially the hi-fi department. An interest in motor sport, also enjoy to surf for relaxation, Most of all I love being with my family. I also love playing the drums. I also love food and dancing. Football best and fairest awards

References

Tina
0422 333 444

Writing your resume draft

Get started on your resume

Using the information you have filled out on the Resume Builder handout (page 13-15), start the first draft of your resume. Remember, it should be tailored to respond to the job ad you have chosen.

If you already have a resume, edit it so that it responds to your chosen job ad.

You can download a copy of the RIJI resume template at jobsforyouth.com.au in the Real Industry Job Interviews section.

More resume samples can be found here:

- <http://www.youthcentral.vic.gov.au/jobs-careers/applying-for-jobs/resume-template-vce-no-paid-work-experience>
- <https://myfuture.edu.au/career-insight/how-to-write-an-effective-entry-level-resume>

Make sure your resume uses correct spelling and grammar, clear formatting, and profiles your skills and commitment to your targeted job.

Social Media check

It's not uncommon for employers to screen candidates by checking social media profiles. Go through all of the digital accounts you have created and make sure your photos and information have adequate privacy settings, and are not embarrassing towards your professional persona in your job search!

Create an Air CV

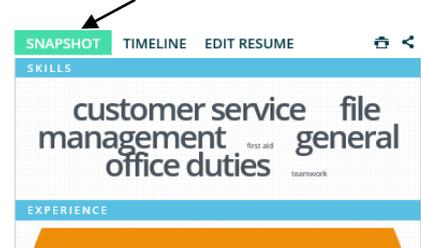
Login to jobsforyouth.com.au to create your AirCV. An AirCV is a visual snapshot of your resume that can be uploaded and used to apply quickly for exclusive jobs on Jobs for Youth. The AirCV aims to capture your skills and experience in a visual timeline. With your AirCV on jobsforyouth, you can choose to make it open for employers and recruiters to find it when they search for candidates.

To create an AirCV, navigate to the top black bar and click on 'AirCV'. Fill the fields public username, long story short (sell yourself! eg. "Enthusiastic, willing to learn, interested in sales").

There are then two options :

- 1- Fill out each field *career overview, skills and capabilities, experience, and education*.
- 2- Or you can upload your resume file. After you have uploaded the file, click 'edit resume' to customise the dates, skills and text.

Note the key words it pulls out. Some larger employers use software to scan resumes for keywords and shortlist them before they're even read by a person! Air CV also suggests additional keywords based on what you have entered.



Other application processes

Job/ Position Descriptions

Some jobs may provide a Position Description as a part of the job advertisement. A Position Description is a list of responsibilities and functions required for the job. It also identifies the knowledge, experience and skills required to complete the job and may include more detail about the business/ organisation's mission and structure.

If you're interested in more details about the job you're applying for, you can always contact the employer to see if there is a Position Description that they can send to you.

Job/ Key Selection Criteria

Job/ Selection Criteria is also known as **Key Selection Criteria (KSC)**. It is a list of requirements of the job that you are asked to respond directly to in your application. This process is designed to identify a strong candidate for the position by matching their skills and experience to the job requirements. Some areas of government require applicants to respond to specific KSC instead of submitting a cover letter.

An example KSC: *Demonstrated planning and organisation skills.*

KSC may ask for skills that are either 'essential' or 'desirable'. Do your best to provide an example of how you have demonstrated the skill in a job, at school or elsewhere. Don't worry if you don't have a good example for every KSC, just do your best to provide a response to each item.

No matter how well qualified or suited you are to a position, if you do not address the requirements, your application will not make it through to the interview stage. So make sure you check what information you need to provide before submitting your application, as requirements vary across departments and agencies.

Aptitude Tests as part of an interview

What is an Aptitude Test?

It is test given to job applicants to assess a person's ability to do a particular type of work.

Aptitude tests usually consist of numerical reasoning, visual reasoning, verbal reasoning, abstract reasoning, speed and accuracy abilities.

The threshold for passing an aptitude test will vary from one employer to another. Some organisations will place a minimum threshold (e.g. 75%) in order to pass the aptitude testing part. Yet others decide that regardless of the score, only the top number of candidates will move on to the next stage of the selection process.

Cover Letters

The aim of a cover letter is to highlight your skills and attributes. A cover letter should be customised to respond to the job advertisement you're responding to. It's an opportunity to succinctly showcase your relevant skills and experience, and express your eagerness for the position.

Ingredients for a great cover letter

- ▶ The cover letter must address each of the key skills and requirements of the position
- ▶ A personal touch will help you stand out from other job applicants (e.g. briefly explaining why you think you would fit in with the company culture, how much you like the company's products/services. What it is about the job or company that appeals to you)
- ▶ Effective keywords/ power words and statements in response to the job ad you're applying for. Your letter should be customised for each individual job you apply for
- ▶ Use your resume to back up and expand upon the key points in your cover letter
- ▶ List your key selling points in bullet form to make them easy to read
- ▶ No more than one page in length
- ▶ If the ad asks for you to respond to Key Selection Criteria, you can include the responses in the cover letter (in this case it's ok for the letter to be longer than one page.)
- ▶ Ask for an interview. Don't be shy - this shows you are enthusiastic about the job



You can download a copy of the RIJI sample cover letter at jobsforyouth.com.au on the Real Industry Job Interviews section

More cover letter samples can be found here:

<http://www.youthcentral.vic.gov.au/jobs-careers/applying-for-jobs/sample-resumes-and-cover-letters>

If you need help with letter formatting, consider using this tool:

http://www.readwritethink.org/files/resources/interactives/resume_generator/

SAMPLE COVER

From the research you did on the business/organisation, include the postal address.

If a name was provided in the job ad, make sure you address the letter to them.

Consider calling them to ask who the letter should be addressed to.

12 Orchard Grove
HIGHFIELD VIC 3023
0400 111 222
mary.richards@gmail.com

Include contact details including address, phone number and email address.

1 August 2016

Martin Burn
Human Resources Manager
Paws Unlimited
256 Little Street
HIGHFIELD VIC 3023

Always include the Job Code No. and Position Name as it was written in the ad. This is because multi-site organisation like McDonalds or KFC will not know which site you are applying for. Centre it and bold type to make it stand out and easy for the employer to read.

Dear Mr Burn,

Re: Administrative Assistant for Paws Limited/Jobcode No. 6773

I am very interested in the position of Administrative Assistant for Paws Unlimited, advertised in the Weekly Times on 20 July 2016.

I am very familiar with your product line, I have been using your flea shampoo on my dog for the past three years. I have a range of administrative skills and experience to match the position you describe, including:

- Hands-on experience with a range of office programs including Microsoft Word and Excel, and the ability to learn new applications with confidence and ease
- Attention to detail and the ability to complete tasks quickly and efficiently
- Experience in working in an office environment gained through my high school work experience programs (eg. reception, filing, mail management, typing)
- The ability to learn new tasks and adapt my skills to a range of work situations (I was organising my manager's busy diary after only five minutes instruction).

Include a list of skills that show that you can do the job, why you would like the job. Respond to the key words within the job advertisement.

I am pleased to offer these skills and abilities to a business that provides products that I not only use regularly, but fully endorse. I am confident that I would be able to promote your products to new and current customers through every aspect of the work and tasks that I undertake.

Enclosed is my resume for your review. I believe I am an excellent candidate for this role and look forward to meeting with you to discuss this position further.

Include a selling sentence, about what you can bring to the business/organisation.

Yours sincerely,

Always refer to your resume and make sure that the career objective within the resume relates to the job you are applying for.

Mary Richards

Consider adding your signature to the printed letter.

It's important not to sign off with a negative. Some other sign off examples:
"I look forward to hearing back from you soon"
"I look forward to your early response"
"I am happy to make myself available for an interview at your convenience"

Steps to prepare for an interview

Being prepared is your key to success in an interview

KNOW THE JOB

1

Find out as much as you can about the job you are applying for and what it involves.

Demonstrating this knowledge shows that you have a good understanding of what the job requirements are, and that you are confident you can perform the job.

Carefully read over the job advertisement. Look for key words, and the key duties of the job. Think about how you can use these key words in your responses in the interview, and how you might respond if asked about your related experience to the job's key duties. If the job has a Position Description, you can request a copy to gain a detailed understanding of the job.



KNOW THE COMPANY

Learn about the company that you're applying to.

Basic knowledge about the company will demonstrate to the employer that you have done your homework! Read their website, or Google them to learn about their products or services, target market and strategy.

2

KNOW YOUR APPLICATION

3

Take some time to review your Resume and cover letter.

The employer may ask questions about your education and work history. Be ready to discuss these items in further detail, especially if you can highlight experiences that are closely related to the job.



PREPARE YOUR RESPONSES

Prepare your answers to commonly asked interview questions.

You can write the answers down, or practise answering them with a friend or family member.

Sell yourself and your abilities. Be prepared to show the employer how they can benefit from hiring you, and that you're enthusiastic about getting the job.

Think back to your research from steps 1-3 above, remembering your key words from the job description and your best experiences that relate to the job.

Prepare questions to ask the employer at the end of the interview. This is a chance to find out more about the job, and show your interest.

4

PREPARE YOUR JOURNEY THERE

5

Know where you are going and always arrive early.

Arrive at least 10 minute before your interview time. If it's not a familiar location take some time to map out your journey. You might consider taking a trip there on a day before the interview.



PREPARE YOUR APPEARANCE

Dress for success! Your appearance should reflect your eagerness for the job. Select your outfit the day before. Clean and neat clothes, shoes and hair are important to show your respect for the employer.

The formality of your clothes will depend on the industry you're interviewing for (more on page 42).

6

Prepare responses

Being prepared shows the employer that you're organised, enthusiastic and capable. And the more prepared you are, the more confident you will feel in yourself.

1. Review and compare your resume with your selected job advertisement.

2. Think about some questions that might be asked

Imagine some questions an interviewer might ask based on the key words in the chosen job ad, and the key information included in your resume.

For example, if the job asks for customer service skills, you might be asked:

- What do you think good customer service looks like?
- Provide an example of when you have delivered good customer service.

3. Consider how you could respond to these questions you have listed

- What do you think good customer service looks like?

Example: "a friendly interaction, where the customer feels welcome and gets their service in a efficient and easy way"

- Provide an example of when you have delivered good customer service.

Tell a story of when you have served a customer and it went well, or you received positive feedback from the customer or the management.

If you don't have work experience, a response could include an example from any time you have demonstrated strong people skills. Whether it was during team projects at school, with community groups, sports teams or volunteering.



Potential Question	Answer Ideas <i>Try to use examples.</i>
▶	▶
▶	▶
▶	▶

Interview performance tips

Think about your answers

Don't be afraid to pause and reflect on what you want to say. If you don't understand the question, it's ok to ask them to repeat it.

Or if you can't think of an answer straight away, take a moment to think, and consider paraphrasing the question as you're thinking. There's no need to rush.

Maintain eye contact

Maintain eye contact with your interviewers where possible, especially when answering the questions.

Speak clearly

Take your time and express your words clearly.

Try and keep your responses concise. Once you have made your point, don't chatter on further.

Avoid fidgeting

Fidgeting can make you appear distracted, nervous or disinterested. Try and keep your hand still in your lap or on the table.

Smile

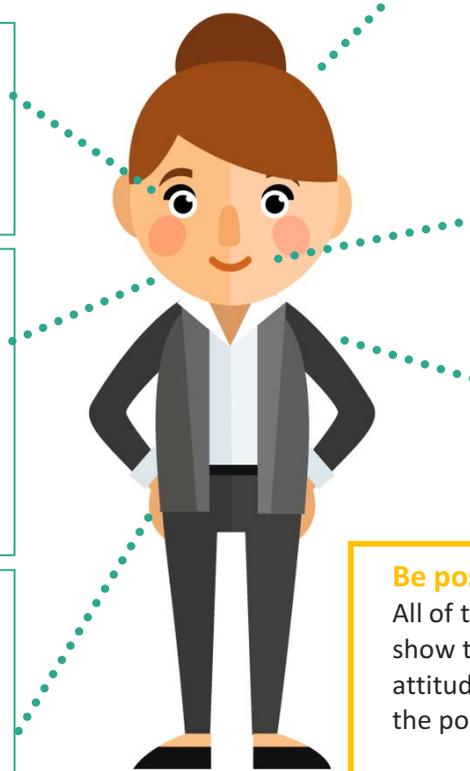
A smile can go a long way to show that you're excited for the job, and that you're a friendly person (a nice person that they will want around!)

Be aware of posture

Have good posture; upright and relaxed. Avoid slouching.

Be positive

All of these factors can help to show that you have a positive attitude towards the company, and the position you're applying for.



What to Wear

Consider the industry you're applying to when selecting your wardrobe for the interview.

For example: fashion retail could be a stylish item from that particular store, construction could be neat work wear with closed shoes.

Some common expectations for interview appearance include:

- ▶ Clothes should be clean, ironed and free of stains and loose threads
- ▶ Hair and facial hair should be clean and neat
- ▶ No shorts: wear pants or a skirt
- ▶ Tops with collars, blazers, jackets and more formal tops are a more suitable option rather than T-Shirts
- ▶ Closed toe shoes, especially for trade roles
- ▶ No hats
- ▶ Depending on the industry, remove piercings/ cover tattoos
- ▶ No chewing gum
- ▶ Avoid strong fragrances
- ▶ Avoid sheer and revealing clothing

Commonly asked interview questions

1 Tell us a bit about yourself. This question may be used to assess your personality, communication skills and ability to think on your feet. Describe your qualifications, range of skills in school subjects, interests outside of school etc.

Example: *"I consider myself to be honest, reliable and trustworthy. Early childhood development is a vocation that I am very passionate about and have studied previously. I think it would be very rewarding to work in this profession".*

2 Why did you choose to apply for this job? This is where your knowledge of the company will come in handy. Describe why you think your skills and experience makes you suitable for the position.

Example: *"Transport and logistics is an industry that provides a range of opportunities to learn and develop. I feel I have what it takes to complement the team and ensure the vision of the organisation is upheld."*

3 What do you think you have to offer to this company? And what skills and knowledge do you have that relate to this area? This is a chance to sell yourself, and prove why you're their best candidate. Describe your strongest skills and related experience that are relevant to the position.

Example: *"I have strong sales skills, I consider myself to be a team player and I am very keen to be involved in the new markets you are developing in the North Melbourne region."*

4 What are your goals? This question is to gauge your ambition and career planning. It may be easier to talk about your short term and medium goals rather than long term. If you are undertaking any study, or training, this is a good time to talk about why you're doing that training, and what careers you're eventually aiming for.

5 What do you believe are your key strengths and weaknesses? Prepare responses that give specific examples of your strengths at a previous position that will support your application. View weakness as a lack of experience and not ability. Here is an opportunity to promote your strengths and or use a personal weakness and show the steps that you have taken to overcome it.

Example: *"Strength- I have strong organisational skills, I am always prepared at school when we have deadlines. Weakness- I sometimes get nervous doing public speaking to large groups. This is something I have been improving on during school presentations, and I find my best approach to avoid being nervous is to be well prepared on the day and familiar with the content."*

6 Can you describe a situation when you worked well as a member of a team? This question is designed to get an understanding of how you behave and respond to a specific scenario.

Example

"I play for the local football club. Every week after our game our team meets with the Coach to discuss how well we played, both individually and as a team. My awareness has grown immensely of the importance of working together to share the responsibility for our victories as well as our losses."

Other questions to consider:

1. Why did you choose this career path?
2. What attracts you to apply for this position and why?
3. Why should we offer you the job over other applicants?

Interview etiquette

Before you go in

Turn off your phone - Don't forget to switch your phone off or to silent before you go in
Go into the interview alone, don't bring your parent/guardian/friend in.



When you enter the interview

Introduce yourself to the interviewer & shake hands. Sit down when asked.
A handshake should be firm and deliberate, not limp.

Take time to breathe.

Take some slow deep breaths before you start. Be conscious of your breath and slow it down before answering questions.

Never interrupt the interviewer before they finish asking the question.

Sell yourself!

Don't forget, the topic of conversation in an interview is you! What other topic could you possibly know more about?

Don't be shy about describing your best skills and experience, show them why you can do the job well.

- ▶ Employers hire a large percentage of their employees based on preparation and attitude, only a small percentage is based on skill. This means that even though you may not have exactly what is needed for the job, if you are prepared and your body language and behaviour show that you are enthusiastic and keen to learn you will most likely find yourself employed quicker than you think.

At the end of the interview

Get an indication from the employer of when you will find out if you've got the job or not. Organise to contact the employer in four days regarding the position.

Always thank the interviewer/s for their time and express how you look forward to hearing from them. Shake their hands at the end.

Managing stress in an interview

Stress is something everyone experiences from time to time, it is a response to pressure when faced with a challenging or threatening situation. That pressure is not only about what's happening around us, but often also about the pressure we might put on ourselves. Job interviews are a common cause of stress for many people.

Keep in mind that stress can sometimes be a good thing! In the context of an interview, it shows that you care about getting the job, and performing well. It can actually help to sharpen your focus.

There are techniques you can use to avoid levels of stress becoming overwhelming and impacting your daily life.

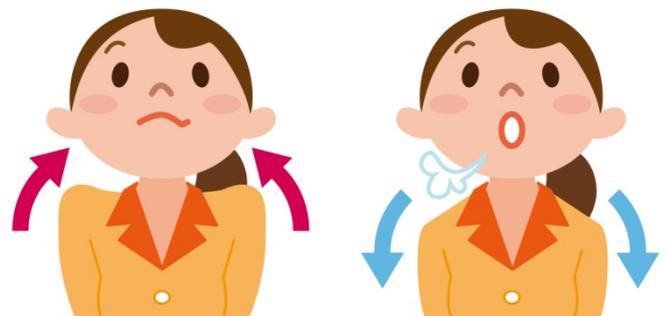
Techniques before and during the interview

Before the interview

- ▶ Being as prepared as possible will help to minimise feelings of stress. This includes:
 - having your clothes ready
 - bit of knowledge about the business/organisation
 - journey planned
 - thought about some responses to common interview questions
- ▶ Arriving ten minutes early not only shows that you're organised, it also helps relieve your own stress avoiding a last minute rush to get there.
- ▶ Visualisation is a relaxation technique in which you imagine yourself succeeding in the situation. By doing so, you're mentally preparing to handle the event in real life. You can practice visualisation in the days, hours or even minutes before an interview. Simply close your eyes and breathe deeply. Picture yourself greeting the interviewer confidently and answering tough questions with ease.

During the interview

- ▶ Breathing deeply and slowly (and quietly, of course)
- ▶ Sit up straight and don't cross your legs or arms
- ▶ Keep your hands and jaw relaxed, not clenched
- ▶ Smile
- ▶ Speak slowly and pause for breath often. If you reach a question that you can't think of a response straight away, take a moment to think and maybe even paraphrase the question out loud. Don't panic, take your time to breathe and regain your focus.
- ▶ It's ok to admit that you're nervous. Interviewers don't see this as a weakness.



The simple action of deep breathes in through the nose and out through the mouth can help to relax.

Who you can talk to if you're experiencing high level stress or anxiety:

If the feelings of stress begin to affect your mental and/or physical health, you may need to seek support.

- School staff (welfare staff, school nurse, teachers)
- An adult you trust
- Your GP (doctor)
- Local service (headspace, youth services etc)
- www.eheadspace.org.au or 1800 650 890
- Lifeline (24hr): 13 11 14 – crisis support, free from mobiles
- Kids Helpline: 1800 55 1800 & Web – free/confidential
- headspace.org.au
- Emergency: 000

Interview questions

Below are the set questions that the interviewer will be using during the mock interview event. Practising answers for these questions will help you once you get into the interview situation.

1. Icebreaker question:

Take a quick look at the candidates resume to see if there are any questions you could ask which are relevant to the job or things which are interesting eg. what they have done on work experience, part time jobs, special awards, general interests, hobbies etc

General question: Tell us a little about yourself?

2. Why would you like to do this job or work for this company?

3. What do you think you have to offer this job or company?

4. Can you give me an example from school or work where you have worked in a team to complete some task?

5. Can you think of a time when you have had to lead a team at school in sport or at work or outside school? Explain what you did.

6. Can you think of a time when you have had to solve a problem at school/at work/at home/somewhere else? Describe how you went about it.

7. Would you like to ask me any questions?

Using S.A.O Responses

When answering interview questions, it is recommended that you use the SAO approach. It's also a good idea to use this approach when responding to Key Selection Criteria.

S

SITUATION

Where and when you did something

A

ACTION

What you did and how you did it

O

OUTCOME

What the result of your actions were

► **Example:** Interview Question - What are your time management/organisational skills like?

SITUATION I am currently undertaking a VET subject in fashion design, as well as my other normal Year 10 subjects. This requires that I travel to do VET at my local TAFE every Wednesday afternoon and miss 2 periods of other subjects.

ACTION I have to find time to speak to 2 of my class teachers in the subjects that I have missed for the week, to review the work and homework assigned.

OUTCOME As a result of this action I am progressing well in all my subjects.

Interview evaluation form

Interviewer Name:

Student name:

School:

Disclaimer: All evaluations are conducted to assist students in obtaining practical interview skills for future opportunities

Question response / performance	Rating Scale 1 - 5 1- Needs improvement 5- Very Competent	Comments
Resume standard		
Handshake		
Professional Appearance		
Self Confidence, comfort level Consider the following elements: <ul style="list-style-type: none">• Voice Tone, Volume• Posture, Body position• Eye Contact		
Use of selling points		

Question response / performance	Rating Scale 1 - 5	Comments
<p>Question responses – Provide either an evaluation comment about all of the answers provided or you can comment on individual question responses below.</p>		
<p>▶ Response to: Icebreaker question</p>		
<p>▶ Response to: Qn 2: Why would you like to do this job or work for this company?</p>		
<p>▶ Response to: Qn 3: What do you think you have to offer this job or company?</p>		
<p>▶ Response to: Qn 4: Can you give me an example from school or work where you have worked in a team to complete some task?</p>		
<p>▶ Response to: Qn 5: Can you think of a time when you have had to lead a team at school in sport or at work or outside school? Explain what you did.</p>		
<p>▶ Response to: Qn 6: Can you think of a time when you have had to solve a problem at school/at work/at home/somewhere else? Describe how you went about it.</p>		

Employer Expectations in the workplace

Most employers and workplaces have a hidden set of rules.

Unless you know the 'rules' or can learn them, you might find it difficult to land the job of your dreams or may risk losing it.

In looking at these rules, it is important to understand the difference between work life and home life.

In work, the purpose is to undertake certain activities in return for income or gaining experience to progress in your career or take on another career.

Helpful Hints about the Hidden Rules of Work

- 1. Look to your position description for a guide** on what is expected of you in terms of the activities you are required to perform
- 2. Look around you for clues on how you are expected to behave.**
Find a mentor if you can, someone who is successful in the business, and use their behavior as a guide
- 3. Look around you and notice how people dress** – there is a uniform even if there is no official uniform
- 4. Look around at how people present themselves.** If you want to fit in, you need to take notice and do something not to stand out in a negative way
- 5. Be on time or early** and take breaks as allowed – people will notice if you take extra time
- 6. Stay work focused** – this means doing the work and even if it's quiet, asking for something else to do. It is important to stay off your phone or social media as the employer is not paying you to socialize
- 7. Confine your conversations mostly to subjects around and about work** – leave the other stuff for when you are talking with your family and friends (some personal talk is essential so that people can get to know you, but remember you are at work and make your conversations professional and appropriate)
- 8. Manners are important.** How you address people, talk with people and conduct yourself is very important to successfully getting work and keeping it. Not only is this good manners, but our workplace behavior is legislated to ensure there are no breaches of anti harassment and workplace bullying. Any conversations or behavior that makes someone feel uncomfortable can be construed as harassment or bullying
- 9. Email etiquette** If you are working in an office environment, email is a big part of your communication with internal and external stakeholders. Keep these tips in mind when using professional email:
 - Keep your language professional avoiding slang and abbreviations. The same goes for greetings, people usually use 'hi' and 'hello' for the greeting, and 'Kind regards,' 'Regards', 'Best,' 'Cheers,' for the sign off.

- Consider when to use 'reply all' and CC (include) people on emails. Usually, if someone is CC'd on an email, it means the sender wanted to keep them in the loop. So when you reply, you should 'reply all' to keep them in the conversation.
On the other hand, if there are many people included on the email list, and your response is only relevant to the sender, avoid overloading people's inboxes, and just reply to the sender.
- Always use plain fonts and colours- (black/ grey, size 10-12, Calibri, Cambria, Arial, Times New Roman etc) and depending on your industry you may want to avoid emoticons/ emojis.
- It's good practice to include an email signature so people know who you're representing. Copy your colleague's signatures and include the business/ organisation (and address if necessary), your position, email address and phone number.
- And don't forget to spell check!
- Make sure your email content is always professional. Nothing you say in email is private and can be tracked. You don't have to lose your personality and use robot speak, but take cue from others to understand what is acceptable.

10. Social media etiquette

Larger business/ organisations usually have a social media policy. There are common sense rules to follow when using social media in relation to your job.

Don't forget that everything you post is in the public domain. Be respectful to your workplace and your colleagues. As a general rule, don't post anything that you wouldn't be prepared for your boss to see! For example, avoid criticism of your boss, colleagues or the workplace, and never share private and confidential information.