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JOB ESSENTIALS FOR MIGRANTS

INFORMATION PACK

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Purpose of this information pack

This pack prepares you for how to use the tools and strategies effectively and efficiently for successful job search. You will understand how to define your goals, update your resume, write an effective cover letter, optimise your job search strategies, establish business/social networks, develop an Action Plan and improve your interview skills.

This information will ensure you've covered all the essentials when you come to live and work in South Australia.

We hope you will find it a helpful tool to assist you in your search for work in South Australia.

Remember it is your job search and you need to take the time and effort to make it happen. It will make a big difference if you are *prepared, organised and proactive*.

You may need the support and assistance from other services, including any free or fee-for-services available to you. There are many other government funded services and private career, employment and recruitment agencies which offer support and assistance.

A number of links and services where you can get information and assistance in your job search are listed at the end of this pack from page 24.

It is important to research as much as you can, as this is how you will build your knowledge and get a feel for the local environment.

Whatever industry or occupation you are targeting there are common skills, attitudes and strategies that will help you when it comes to applying for jobs and convincing a prospective employer that you are the right person to fill that role. The clearer you are about what you want and what skills you have to offer, the easier it will be to succeed in achieving your employment goals.

Budgeting to cover your job search costs

There are several professional services available including career practitioners. These professionals provide important services to individuals who are job searching in South Australia. This can include help with resumes and cover letters that convert to interview offers. You must ensure you have adequate funds for any professional services, membership, attending networking events, professional development fees and other costs related to your job search.

Haven't arrived yet?

If you have downloaded this information pack, while you are still overseas, we recommend that you begin planning your job search for when you do arrive in South Australia. See the *Research Guide* on next page.

Doing this research will also be useful for when you attend the *Job Essentials for Migrants Workshop* that we offer in Adelaide. You will be invited to attend this Workshop once you have registered your arrival in South Australia and registered with Skilled Arrival Services.

When you come to the Workshop, please bring this information pack and your responses to the research questions below.

Research Guide

The following questions will help you to orientate yourself to the local South Australian work environment.

1. What is your profession or trade?
2. Do you need your qualifications assessed to work in South Australia? (This is different to assessment for migration purposes).
3. Which Australian membership associations relate to your profession or trade?

Answer the following questions for each of the associations you find that relate to your profession or trade:

- (a) What do you need to be eligible to work in your field in South Australia? (For example, level of English, qualifications, licenses, local training?)
 - (b) What do you need to be eligible to join as a member and at which level?
 - (c) What is the fee for membership?
 - (d) What type of events does the association conduct? What is the fee to attend these events for a member or non-member?
 - (e) What training or professional development do they offer? What is the fee?
 - (f) What other information does this association provide?
4. Which Australian peak body represents employers in your field of work? What information does that peak body provide?
 5. Which industries have you worked in? Which other industries in South Australia employ people in your profession or trade?
 6. Where can you find out more about these industries in South Australia?
 7. List employers in South Australia that employ people from your profession or trade. (For instance, name the organisations, companies, businesses and/or government departments.
 8. What are the skills and knowledge that employers in your field look for when hiring?
 9. What are the trends, opportunities and challenges experienced by these industries and employers?

Practicalities before you begin your job search

- **Obtain a Tax File Number (TFN)**

Apply to the *Australian Taxation Office (ATO)*. Employers will request your tax file number (TFN) for taxation purposes.

To apply for a TFN visit the Australian Taxation Office website - www.ato.gov.au.

Adelaide Tax Office is located 26 Franklin St, Adelaide SA 5000. For all Personal Tax Enquiries, call 132 861.

- **Open a bank account**

Employers normally deposit your pay into a bank account.

- **Establish a local Email account**

Preferred Emails are those ending in 'au'.

- **Have a physical home address**

Employers can see that you live in South Australia.

- **Get your own Mobile number and activate voicemail**

Employers prefer to contact you on your personal local mobile number. With an active voicemail, they will be able to leave a message so you will never an employer's call.

- The **Public Transport** system in South Australia is 'Adelaide Metro'

For timetables, bus, tram routes and information, visit <http://www.adelaidemetro.com.au>.

Call 1300 311 108 or visit the 'InfoCentre' on the corner of Currie Street and King William Street, or the 'InfoCentre' at the Adelaide Railway Station.

Are you a Provisional Visa holder?

If yes, you may download from our website, a 'Work Rights' fact sheet to show to South Australian employers to clarify your employment eligibility.

Do not send this fact sheet with your job applications. You can show the fact sheet to an employer or recruiter when meeting with them in person.

The fact sheet is available under the heading 'Seeking Employment' at: www.migration.sa.gov.au/resources/publications

Recognition of your overseas qualifications for employment purposes

If you have professional qualifications:

To qualify for an assessment of your overseas qualifications you must:

- Register with Skilled Arrival Services
- Be living in South Australia

You should follow the instructions carefully on how to prepare and submit your documents.

Assessment will not commence until all necessary documents are submitted. If documents are not received within 28 days, your request will be inactivated.

To learn more go to website: <http://www.migration.sa.gov.au/live-work/working-here/recognition-of-overseas-qual>

If you have trade qualifications:

Overseas-trained tradespersons can be assisted to find a recognition pathway to meet work, licence or registration requirements in South Australia. Licenced tradespersons with an Offshore Technical Skills Record may be eligible for subsidised Australian context skills gap training, through *WorkReady*.

To find out more, please email Skilled Arrival Services on arrival@sa.gov.au to request information regarding your trade.

How do you begin your job search?

When looking for a job in South Australia, you should research as much as you can, to fully optimize your chances of finding the right job for you.

This requires that you:

- Increase your understanding of the South Australian job market.
- Set realistic timeframes and attainable goals
- Develop your job-seeking Action Plan.
- Utilise different methods and strategies when job searching.
- Learn how to localise your work experience. Know the business needs of employers and the industry
- Connect with and affiliate yourself with your professional/trade association.
- Develop your interview skills so that you can win the job.
- Network with pivotal people in your industry.
- Understand the culture of your profession/trade.
- Identify and develop your skills and undertake any gap training.

This planned approach will provide you with the knowledge, skills and confidence to find work in your target occupation.

It is important that when planning your job search, that you develop a flexible 'Action Plan' with realistic timelines.

There is an old saying: 'by failing to plan, you plan to fail'.

You can begin by identifying your employment goals, the requirements of your job, your short and long term goals, identify any barriers to your employment goals and how to overcome them.

Get organized. Gather your supporting documents. These include your resume, referees, written references, qualifications, certificates and awards. Ensure you keep copies of all your applications, letters and resumes.

Prepare and maintain a job search contact list for reference

Keep a record of all your contacts and job search details.

This includes keeping records of all telephone contacts, dates, numbers, times and outcomes so that you can track your efforts and organize any follow up.

Register and search for vacancies advertised online.

Check for job vacancies in daily newspapers. Most papers are now available online.

Approach potential employers and use your networks.

'Cold-canvassing' involves deciding which employers or industries you want to work for, what field of work you wish to pursue and then approaching those employers.

Example of a job search contact list

Date	Company details	Contact person	Phone details	Email	Comments	Follow up

Did you know? Job-search myths and truths

Myth 1: You can use the same resume for every application

Truth: Not every job ad/description is the same. You must modify your resume for each application. Employers are looking for matches to the skills and experience listed in the advertisement. Always think relevance and priority.

Myth 2: The person with the highest degree or level of technical ability will always be successful.

Truth: Employers look for a combination of both technical skills and experience as well as employability skills. General skills of problem-solving, team work, communication strategies and self- management are always taken into consideration when selecting the right candidate

Myth 3: Employers will respond to you right away if they are interested.

Truth: Some employers take weeks or even months to respond to candidates. The larger the company, the longer is the recruitment process. Developing an understanding of the recruitment processes is vital.

Common job seeking mistakes

Not planning your job search - develop an action plan with a list of all the activities you intend to do; for example, what are your short and long term goals, which companies will you target and what strategies will you use. Be clear about what you want and what you have to offer! Target your job search.

Applying for any and every job - don't just apply to every job out there – be clear and specific about the type of jobs you can do based on your strengths, skills and experience you have to offer an employer. The rule of thumb is that if you believe you can do 80% of the job (based on the job criteria), then you can apply. If not, then you should consider applying for other more suitable jobs.

Not dedicating enough time to job searching! - 40% of participants revealed that they dedicated less than 3 hours a day to job search. Remember that looking for work is a full time job!

Lack of knowledge about current job market - ensure you research the job market well; do you know the types of jobs for which you have the skills and experience to perform? Have you thought about which organisations you want to work for? Have you considered tapping into unpublished job vacancies?

Failing to get help with application writing - the job application process can be quite daunting. There are many services and resources available to help you in your job search. Get help with preparing a good master resume and cover letter which you can then use to tailor for each job application. Seek other professionals or people with the knowledge who can look over your documents before you send them to employers. The financial investment you make in an accredited career practitioner with resume writing expertise in your field can be the difference between getting an interview or not.

Not diversifying your job search - use multiple job search strategies and know which ones work the best for your industry. Use all job search strategies: cold-canvassing, networking – professional and social, online job portals, volunteering, recruitment agencies, newspapers.

Lastly, it is very important to keep your emotions in check – stay healthy, stay calm, exercise, eat right, get support!

- Be prepared for knockbacks... stay focused and establish a 'to do' list;
 - Every job you miss out on is one step closer to success;
 - Believe in yourself – use a lot of positive self-affirmations.
-

Sources of information, connection with key people and services

This section describes the sources of information listed on the JEM Matrix in the Action Plan Worksheets. Through your attendance at a 'Job Essentials for Migrants' (JEM) Workshop, you will learn more about developing an Action Plan and utilizing the appropriate job search strategies.

Desktop Research

Much of the quality information about South Australia and work opportunities will be available online or in hardcopy. Hardcopy information can be found in libraries or purchased in book and magazine retail outlets or via subscriptions. For online desk research, think about the sorts of questions you may have about the topic you are exploring. We recommend you try a range of search keywords in Google when searching for information.

Job Portals

Vacancies are advertised on online job portals. It's important that you look at all the job portals relevant to your field. Some common sites you can look at are:

Seek

www.seek.com.au

CareerOne

www.careerone.com.au

Indeed

www.indeed.com.au

JobSearch

www.jobsearch.gov.au

SA Government Jobs

www.apply.sa.gov.au/Jobs

Specialist Services

There is a plethora of services that can help you with the strategies you need to use to increase your chances of gaining employment. Some services are offered by government departments, such as Skilled Arrival Services, others are private businesses with specialist skills. These include recruiters and career services with resume-writing expertise. You may need other services that cater for accent reduction, wellbeing. To find the best service for your particular needs, it is useful to start with online research via Google or you can use business directories.

Yellow Pages Business Telephone Directory

www.yellowpages.com.au

Government Career and Employment related services

www.skills.sa.gov.au/careers-jobs/talk-to-a-career-adviser

Career Development Association of Australia for Private Career Practitioners

www.cdaa.org.au

Professional / Trade Associations

There are hundreds of professional and trade associations in Australia that offer membership, industry information, professional development and networking opportunities. More often than not, being a member of an association relevant to your field can increase your credibility with employers as it indicates you are capable of meeting local standards.

There may be more than one association to which you can belong and you should at least stay in touch with the information each one provides on your occupational field. Use your search keywords to find the associations most relevant to your field.

Peak bodies are similar to associations. However, their members are usually organisations rather than individuals. They represent industries and sectors and are also a great source of information and in some cases, networking events.

Social Media

The social media sites commonly used in Australia are LinkedIn, Twitter, Facebook and Google. Employers will search for your name to see what comes up, therefore, be sure to have a professional presence on social media and use your privacy settings to restrict who can see what about you.

Recruiters and employers often search for candidates via LinkedIn, so set up a professional profile on LinkedIn, join groups, contribute to discussions and share relevant articles and discussions. You may add your LinkedIn URL to your resume. LinkedIn will also generate job suggestions for you.

Media

Print, online and televised sources of media can list vacancies and provide updates on industries, local employers, economic conditions or topical issues for South Australia.

The *Messenger* is delivered weekly to 11 different suburban areas, each paper targeting content to its distribution area with some shared content.
www.adelaidenow.com.au/messenger

The *Advertiser* is a South Australian tabloid daily newspaper which also advertises job vacancies. The online site is www.adelaidenow.com.au

The *Australian Financial Review* (sometimes abbreviated to *AFR*) is an Australia-wide business and finance newspaper. www.afr.com.au

Learning Providers

Opportunities for learning are available through formal accredited courses through education and training providers, as well as through non-accredited professional development offerings such as seminars, workshops, webinars and conferences. Some jobs require you to have Australian licenses, certificates or knowledge of local regulations. Professional / trade associations can advise if you need additional qualifications or permits to work in your occupation in South Australia. Distance Learning is offered by universities throughout Australia.

A Registered Training Organisation (*RTO*) offers vocational courses from Certificate I through to Certificate IV, Diplomas and Advanced Diplomas. www.ivet.com.au

Higher Education Institutions offer Bachelor, Post Graduate, Masters and PhDs. Some also offer short professional development courses and online courses.

- Carnegie Mellon University - www.australia.cmu.edu
- Flinders University - www.flinders.edu.au
- Torrens University Australia - www.torrens.edu.au
- University College London - www.ucl.ac.uk/australia
- University of Adelaide – www.adelaide.edu.au
- University of South Australia - www.unisa.edu.au

Online Courses can be found at www.open2study.com as well as by searching keywords on Google.

Adult and Community Education providers offer general interest as well as vocational topic courses. In South Australia the key provider is WEA – www.wea-sa.com.au

Volunteering

There are online portals that advertise volunteer positions. However, you can also approach community groups to offer your skillsets and knowledge as a volunteer. You can immerse yourself in the local work environment, learn more about Australian culture in the workplace, understand the needs of local clientele and gain a local referee.

Prepare your Resume

The importance of your resume cannot be underestimated.

You must tailor your resume to each job for which you apply.

Your resume is a very important tool in your job search. It is your advertising brochure and it needs to be well prepared.

Your resume needs to be continually updated and written to suit a particular job and employers.

Resume Writing Rules

Presentation

You will need both a print and an electronic version of your resume.

Your print resume is considered your primary marketing document and its appearance is critical.

Give your document an up-to-date style that attracts attention.

Use horizontal rules to separate sections that can give it an upscale look.

Use paper that is white or ivory in colour.

Format

Decide on a resume format after your text is prepared.

Make your format unique; like your history, achievements and academic credentials.

Craft your document to 'sell' only you.

When you start writing, concentrate on marketing yourself. Once you're finished, the format will become obvious. For example, change headings or margins, insert rules, bold or italic type or edit sections to fit your information better onto a page.

Spelling, Grammar and Syntax

Typing errors is considered as unpolished wording.

Write your resume in the active first person tense, never the third person and choose language that is appropriate to the type of position you are seeking. Use words appropriate to the level and type of position you are seeking.

Proof read your resume repeatedly for any wording errors.

Content

Your Resume is not your job description

Listing all your past employment is not necessary or helpful. When listing responsibilities, you should include their scope and your contributions.

To highlight your strengths, develop strong, results-driven position summaries. For example, a Logistics Manager may write: '*directed the planning, staffing, budgeting and operations of a four-site logistics and warehousing operation for this \$63 million pharmaceutical products distributor*'.

Focus

Your resume needs to work for you: the reader must quickly grasp who you are and what you seek to do.

Strategy: Write a clear well defined objective.

Strategy: Omit an objective and start with a 'summary' or 'career profile'

Selling

Your resume should be more than a list of past jobs. It should serve as a personal sales and marketing tool that attracts and impresses employers. Your qualifications, words, format and presentation must all be packaged to sell yourself.

Sell the strengths and benefits you bring to the table. Your resume is your one opportunity to get noticed. Unless you focus on those great things you've done, an employer will never know.

Good example: 'launched the introduction of PC-based client server technology to expand MIS operations throughout the finance function. This resulted in a measurable improvement in data accuracy and long range business planning'.

Poor example: ‘managed all financial, accounting, budgeting, MIS and administrative function. Updated computer technology’.

To create impressive descriptions, ask yourself not only what you did but how well you did it. Then sell your achievements, not your responsibilities. Your resume should include a strong accomplishments oriented text and makes a sharp visual presentation.

DO NOT INCLUDE:

Your photograph, date of birth, marital status, information about marriage or family, information about your visa status, information about your English language training, copies of transcripts, letters or awards.

Writing your Cover Letter

Your cover letter should focus on the company it is directed to; on the company you are applying to and *not on yourself*.

The cover letter should show how you can make a difference for that company.

How do you do this?

Keep your letter short enough for someone to read it in 10 seconds.

Use the first paragraph as an introduction, the second for the ‘meat’ and the third to ‘wrap-up’.

Hook your reader’s interest in the first sentence. For example, ‘looking for a dynamic marketing guru? Look no further. Here I am’.

Pick two or three skills from the job description and show you have them. Read the job description carefully and identify the top two or three qualities the company wants in a candidate. Use your cover letter to demonstrate you have those skills, giving examples of when and how you’ve used them in the past. Show that you are equipped to make a difference from day one.

Use numbers and statistics to back up your claims. The goal here is to present yourself as a proven results getter and show that you can replicate your past successes at a new company.

Don’t just rehash your resume in paragraph form. The cover letter is designed to showcase your interest in the company and your best attributes for the position. You should discuss previous work that relates specifically to skills and experiences the hiring manager is looking for.

Address your cover letter directly to the hiring manager or recruiter. Addressing your letter to the correct person and spelling their name correctly will automatically ingratiate you to the reader and show that you’ve spent some time researching the company and position.

Customise your tone for the company culture. An important part of tailoring your cover letter to the company is striking the right tone.

Proofread carefully and consider getting a second ‘pair of eyes’. You want to be remembered as the person that submitted an outstanding cover letter. So proof, proof and

proof again, or get a friend to look at your document with a fresh set of eyes. Ensure there are no typing, grammar mistakes or other errors that make your cover letter look sloppy.

Getting a professional to help

If you decide to invest in a professional to prepare your application documents and coach you on how to modify them for different vacancies, you may choose the best service for you by asking any of the following questions:

- What is your experience in assisting clients from my industry / with my background?
- How long have you been preparing resumes and cover letters?
- Have your clients received offers for an interview based on the documents you have prepared?
- What is the process for getting my documents prepared? (For example, do they meet with you? Is it in person? How long does it take?)
- Are you a Professional Member of the Career Development Association of Australia? (*recommended*)
- Do you have higher education qualifications in career development? (*recommended*)
- How much does your service cost?

Interviews

Interviews in Australia may be conducted differently to those you have experienced before. Thorough preparation for your interview may be what sets you apart from the other candidates who are as skilled and experienced as you.

Types of Interview

Telephone

These can be used as an initial screening interview. It is important that you treat this type of interview just as seriously as a face-to-face interview. Even if you are nervous, you should try to speak clearly, keeping to a moderate pace, so as the interviewer can understand you. You may ask for clarification of questions if they are not clear. You should also have all of your documents ready in case you need to refer to them, including your resume and application letter.

One-on-One

This is the most common type of interview where a job applicant has a face-to-face meeting with the employer. It can be easy to develop rapport with the interviewer in a one-on-one interview, but it can be just as easy to get the interviewer off-side. As in this case there is only one person making the decision, you must do everything you can to impress this person.

Panel

The panel interview is conducted by two to five people who hold various positions in the organisation and often people with whom you will be closely working if you are successful. As with all interviews, you should know the names of the panel members before you attend.

It is important to treat each panel member equally and make sure you greet them individually and in the same way. While applicants often feel more nervous than in a one-on-one interview, the advantage of a panel interview is that having more than one person involved increases the possibility of an objective decision being made.

Group

This involves being interviewed together with other job applicants. You may be asked to perform tasks with other applicants. The purpose for this type of interview is to see how you relate to other people and work within a team. This means the interviewer may be looking for leadership qualities, how you react with new people under pressure and your problem-solving skills.

Hidden

Hidden interviews are conducted in informal situations; this is often a phone interview, when a potential job applicant is speaking with a company representative. Everything you do and say will be judged by the employer. Employees such as the Secretary may discuss potential applicants with the interviewer. This means you must treat everyone at the organisation as your potential employer to avoid leaving a bad impression. This often happens when cold canvassing.

Formal versus Informal

Formal interviews are very structured and generally follow a pre-prepared structure with scripted questions.

Informal interviews are often casual and more of a 'conversation' rather than formal question and answer process.

Interview Preparation

To prepare well for your interview you can:

Research the organisation – Know what the organisation does and why you want to work for them. Employers will be disappointed if you don't know anything about the company. This could be seen as a lack of interest and lead to the assumption that you would not be a dedicated worker. It may also be helpful to find out some information about the person or people who will be interviewing you.

Know your skills and strengths – Think about which of your skills and strengths are most relevant for each job. You must reflect on your capabilities in order to be able to sell them to someone else. Think about your experience and skills. Reading over the job requirements again will enable you to understand what the employer is looking for. You can think of these requirements in relation to yourself and prepare some relevant examples of how you fit these requirements.

Prepare a portfolio or notes – This can include your resume, written references and academic /reports, evidence of previous employment and samples of your work, certificates and awards. Employers may want these documents in order to assess you not only by what you say, but through proof of what you have achieved. Note: take the original and copies should the interviewer want to keep them.

Consider questions – Formulate practise questions based on the criteria in the job advertisement or job description. Consider both the questions the employer may ask you, along with the questions you may want to ask. You can research the job requirements by referring to the job ad or description for Key Skills and Criteria. It is important to gain as much from the interview as possible. It is not only a chance for the interviewer to assess you, but for you to find out if this job is really for you. Don't forget to practice out loud answers to potential questions. Thinking of answers and actually saying them is different and you do not want to be caught stumbling over answers in the actual interview.

Know the interview details - It is important to know the type of interview you will be attending (panel, one-on-one, group). While focusing on important aspects such as potential questions, do not overlook practical considerations such as where the interview will be and at what time – you do not want to arrive late! This is vital information as it contributes to knowing how you will get there, including your transport route and the amount of time you will need. You can contact organisations to re-confirm the interview details including: address, time and names of people interviewing.

Consider transport and parking arrangements – **DO NOT ARRIVE LATE for the interview!**

Some Practice Interview Questions

Tell me about yourself This question may be used to assess your personality, preparation, communication skills and ability to think on your feet. Prepare a list of what you do (your current or last job), your strengths (remember to focus on job-focused skills) and a summary of your career trajectory, linking your experience to the job at hand. In terms of your personal life you only need to discuss what you are comfortable with.

How would your colleagues describe you? Be ready to spend about two minutes answering this question. Begin wherever you feel comfortable: high school, college, a prior position. This is your opportunity to speak logically and clearly about yourself and to share a particular accomplishment or attribute that makes you a valuable employee.

Tell me about your biggest accomplishment. Your response here is critical. Focus on your hard work, commitment to long hours or ability to work under pressure. Describe a recent challenge and how you were involved in the solution through working overtime, a leadership role or other contribution. Try to present an accomplishment you feel might apply to this new position.

What did you like / dislike about your last position? Your answer will give the interviewer an idea of whether or not you are a good fit for this position. Avoid admitting that you didn't like working overtime or you had a conflict with the company's management team. Instead, put a positive spin on your answer by saying you enjoy challenges and growth opportunities.

Describe your most important strengths. Identify five key strengths you feel are most in line with the position for which you are being interviewed. For example, technical skills, management experience.) Describe each of your strengths using a brief example of how you successfully applied that particular strength to a work situation.

What do you believe is one of your weaknesses? No-one readily admits real weaknesses in an interview situation. It is general knowledge that this is an opportunity to turn the question into a positive. Think of something that relates to your experience of work that is plausible as a weakness but is not really a negative point e.g.; "I am very particular about detail", "I become very focused on the projects in which I am involved."

Why do you want to work for this company or in this role? Demonstrate your knowledge of the company and re-emphasise your suitability for the position by discussing your skills.

Where do you see yourself in 5 years? This is where you can give the potential employer an insight into your career goals and demonstrate how your career goals fit with the position and company for which you are being interviewing. You can also discuss some personal

goals for yourself or your family but ensure that it is relevant and does not make the interviewer uncomfortable.

Describe a situation in the past in which you took the initiative? A motivated, results-oriented employee knows what to do without being told. Describe to the interviewer situations in which you exhibited a strong work ethic or creative abilities that helped you overcome a particularly challenging situation.

One of our company's biggest challenges is.....how would you deal with this? Begin by asking for more details before trying to answer this question. It is helpful to try to break the challenge into sub-challenges, in which you may have prior experience. Tell how you would deal with these areas and try to summarise with the method you would use to solve the overall problem. This is a great opportunity to present your analytical and organisational skills.

Have you ever been in situations involving difficult co-workers, tight deadlines or inadequate resources? How did you handle these situations? This is where you can discuss effective management skills and your ability to handle various challenges. Describe your most difficult management task and the skills you used to deal with it, such as organisational and interpersonal skills, your perseverance and diplomacy.

What would you change about your career if given the opportunity? Your answer to this question requires honesty. The interviewer wants to know if you'll be happy in the position and whether you are motivated enough to make changes in order to get what you want from your career.

What are your career goals? Don't mention goals you know are most likely not attainable. Give realistic answers, such as a management promotion in three to five years. Consider your past (did you rise quickly or travel a rocky road?) and use this as a guideline for what seems reasonable.

Most importantly.....Why should we hire you? Take this opportunity to reveal your organisational skills, positive attitude and confidence. Restate some of the key aspects of the job (which you have gleaned from the interview) and describe the traits that make you an ideal candidate for the position.

Provide us with an example of when you have been required to show excellent time management and skills in prioritising your work and working to deadlines. Give an actual example of a time where you needed to utilise these skills in the workplace. It is better to prove your skills by providing a practical example.

Do you have any questions for us? It is important to have questions prepared to ask your potential employer. You may have the opportunity to ask questions at the end of the interview.

- You might like to:
 - seek clarification about the position;
 - ask about career and training opportunities;
 - ask about when a decision will be made;
- Ensure that your questions are relevant and remember employers are not obliged to answer your questions.
- DO NOT ask questions about wages at this stage, unless the interviewer has already raised the topic.

Behavioural Interview Questions

Behavioural interview questions ask for actual examples from your past. They are based on the principle that your past behaviour is the best indicator of how you will perform in the future. Employers give you the opportunity to present examples that indicate you have the required skills and attributes for the position.

It is important to be prepared for this type of questioning and to think about some of the likely scenarios you may be asked beforehand.

Usually behavioural questions can begin in the following ways:

- Tell me about a time ...
- Describe a situation ...
- Give an example ...

How to address the selection criteria and respond to behavioural interview questions

The SAO Technique

This technique is used to describe practical work experiences.

Situation: What was the situation? Set the context. Commence your response with the background to your experience. Detail the circumstances of your involvement. Provide sufficient detail to develop a context to the rest of your narration.

Action: What did you do and how did you do it? What was the result of your action? Describe the challenge: what needed to be done, what should have been done. Detail the outcome that was expected, constraints or conditions that needed to be satisfied. Elaborate your specific action in response to the challenge. Stipulate analytical work, team effort or project coordination. Use 'I' and 'we' statements as appropriate.

Outcome: What was the result of your actions? What did you achieve? Explain the results of your efforts: what did you accomplish, what did you learn, how did your manager and team respond; did your organization recognize your efforts? Wherever possible, quantify your achievements and improvements; e. g., 'I achieved a "20% improvement in ..."' or 'I reduced manufacturing costs by 1.5 million dollars per annum

What to do:

Give specific examples of when you have used that skill/ability in your work.

Address all the elements in the selection criteria to demonstrate that you are the best candidate

Read each criterion thoroughly and note the key words. Use these key words in your response. For instance, if asked to demonstrate your knowledge, you should respond by explaining 'how and where' you gained that knowledge.

Interview tips

- Thoroughly research the company and the position for which you are being interviewed.
- Arrive 10-15 minutes before scheduled interview time.
- Present with a smart, neat appearance; this is your first opportunity to make a lasting impression.
- Take a copy of your Resume and any other relevant documents to your interview e.g. Qualification certificates, references, awards.
- Be friendly and courteous on arrival at the Reception Desk.
- Project a friendly, professional and positive attitude.
- When meeting the person(s) interviewing you, shake hands firmly, use eye contact and greet the interviewer(s) by their name.
- Wait until you are invited to be seated. Sit upright in your chair and look interested and alert.
- Be a good listener as well as a good talker, smile and look at the interviewer when talking with them.
- Remain calm and relaxed.
- If presented with an application form, complete neatly.
- Do not answer questions with a simple 'yes' or 'no' answer. Elaborate your responses
- Express your thoughts clearly and concisely when answering questions – using the SAO technique.
- Provide answers about yourself and your skills and explain how they relate to the position for which you applied

- Do not ramble and do not interrupt the interviewers when they are speaking.
- Answer questions truthfully and positively.
- Don't panic if there is silence. Remain calm and relaxed and take a few seconds to think about your answers making sure to answer them clearly and concisely.
- Prepare your questions for the end of the interview. This indicates to the interviewer that you are interested to know more.
- Be yourself. Smile.
- Finish the interview with a hand shake and thank the person(s) for their time.

Dressing for interviews

There is one general rule when it comes to what to wear: **DRESS UP! Dressing to impress** for that first job interview not only tells the interviewer you are serious about the job but also that you're serious about yourself.

What to Do:

Take extra care with your appearance for a job interview.

Make sure your clothes are clean and ironed.

Wear clothes that are comfortable so that you can concentrate on what is being asked of you and not how uncomfortable you are feeling.

What not to do:

Wearing not enough or too much deodorant, fragrance and aftershave

Visual distractions such as loud ties, colourful socks

Chipped nail polish (women)

Wearing heavy make-up (women)

Sheer, see through fabrics

Displaying heavy jewelry or jewelry that jingles and jangles

Unwashed or unkempt hair that flops into your eyes or needs to be constantly pushed back

Smoke a cigarette just before going to an interview.

For an office-based corporate role:

Men - a suit and tie, or dress pants and jacket with a collared shirt, business shoes and socks.

Women - pants or skirt (knee length), blouse or shirt, appropriate shoes.

For a trade role, process worker, entry level role or job in a less formal environment:

Women - shirt /top with either pants or skirt and closed toe shoes.

Men – smart casual

Interview Follow up Activities

The process of looking for a position does not stop at the interview. Despite the outcome of the interview, it is a learning experience and there is still work to be accomplished before you move on to other opportunities or accept or reject an offer of employment.

Treat every interview as a learning experience.

Reflection - take time to look back on the interview and write down the questions for future preparation. Think about your responses and think about where you can improve. If you came across a question that you think you answered inappropriately, you can think of a better way to answer it. Think of the reasons why you may not have performed appropriately. For example, was it due to a lack of self-knowledge, lack of organisation knowledge, personality incompatibility or performance anxiety. Doing this will assist you in future interviews if you are not offered this job. It may be left up to you to find out whether or not you were successful in getting the job. You should have received the details on how you went during your interview.

Accepting or declining an offer – you should always consider the offer before accepting. You have a right to politely decline an offer. This may include the availability of another job that you believe would be more suited to you.

Discuss the offer with family and friends, or your current employer if this is appropriate.

If you decide to accept the offer, you should ring on the agreed day and time. When accepting an offer make sure you get the details on starting dates, remuneration and methods of payment and any unclear duties. You may also follow up your verbal acceptance with a short letter.

If declining the job, you will need to do so in a polite and courteous manner. You should be cautious if you are declining on the basis of remuneration as the company may offer a new deal. You may also want to work for them in the future, so make sure you state the exact reasons you are not accepting the job and thank them for the opportunity.

Seeking feedback – Always seek feedback to identify areas for improvement. Remember, employers are not obliged to provide feedback. If unsuccessful in getting the job, it will be helpful in your continued search to understand why. Some employers may choose not to provide feedback if of a personal nature and offend.

Let the employer know that the reason you want to find out why you were unsuccessful is because it will help you in your future job searching efforts. You could clarify that you want suggestions on how you could improve for future applications.

Remember Timeframes - Do not expect an answer on the day of the interview. Many employers will not provide any feedback until all applicants have been interviewed and considered. If you are not given a date of when you will be notified of whether you are successful or not, you must wait at least 10 working days before contacting the employer for information and feedback.

Useful links

Your rights and responsibilities in the workplace

For information about workplace rights and wages contact:

Fair Work Ombudsman <http://www.fairwork.gov.au/> or call 13 13 94

Fair Work Commission <http://www.fwc.gov.au/> or call 1300 799 675

Other useful links:

Award Finder – <https://www.fairwork.gov.au/awards-and-agreements/awards>

PayCheck Plus - <https://www.fairwork.gov.au/pay>

Pay Rates Calculator - <http://www.fairwork.gov.au/pay/pay-rates-calculator/pages/default.aspx>

The National Employment Standards

<http://www.fairwork.gov.au/Employee-entitlements/national-employment-standards>

Equal Opportunity Commission South Australia (EOC) - www.eoc.sa.gov.au

Fair Work Ombudsman

Your workplace rights and entitlements are protected and enforced by the Fair Work Ombudsman. This is an Australian Government agency that assists employees, employers, contractors and the community to understand and comply with Australia's workplace laws.

When to Contact the Fair Work Ombudsman

Contact for information and advice if you have any questions about your work situation, or if you believe you are not receiving your minimum pay and conditions. Your questions will remain confidential. This is a free service.

For more information

Fair Work Infoline 13 13 94 or visit <https://www.fairwork.gov.au/>.

Career and Labour Market Resources

Australian Bureau of Statistics – Data by region

www.stat.data.abs.gov.au

This website provides information based on average wage, population numbers and median age of population and has a wealth of information organised by people, economy, industry, energy and environment.

Australian Jobs

www.australianjobs.employment.gov.au

Australian Jobs 2016 includes information about the labour market for industries and occupations as well as states, territories and regions of Australia. It also provides forward-

looking occupational and industry information that will help readers understand where the jobs will be in the future.

Industry Skills Councils

<https://www.aisc.net.au>

The eleven industry skills councils produce yearly environmental scans of their industries which are based on year round research with workforce and management of the sectors. These scans provide information on factors shaping and impacting on workforce development in industry sectors.

Job Profiles

<http://myfuture.edu.au/>

Information on occupations with education and training pathways.

Job Outlook

www.joboutlook.gov.au

This site contains career and labour market research information. It provides searchable information on around 350 individual occupations and a Career Quiz.

South Australian Major Development

www.statedevelopment.sa.gov.au

The Major Developments Directory is developed by the Department of State Development as a showcase of South Australian projects with a capital expenditure of \$5 million or more.

Skill Shortages

www.employment.gov.au/skill-shortages

The Department of Employment carries out research to identify skill shortages in the Australian labour market. The research results provide information about skill shortages at the state, territory and/or national level.

Training and Skills Commission

www.tasc.sa.gov.au

The Training and Skills Commission provides independent advice to the South Australian Government about the State's skills and workforce priorities.

Training and Employment

Career Services

www.skills.sa.gov.au/careers-jobs/talk-to-a-career-adviser

Career Advisers can help you with the necessary steps to start, advance or change your career. The South Australian Government through the Department of State Development provides career assistance to help you make decisions about the best pathway to a rewarding career.

MySkills – Directory of Training

<http://www.myskills.gov.au/>

This website contains information for students, job seekers and employers with up-to-date information on vocational education and training options with links to nationally recognised qualifications and the registered training organisations who deliver them.

Skills and Employment

www.skills.sa.gov.au

Find out about careers, skills, training and support to gain employment. Tools include *check your eligibility*, *find a training provider* and *search for careers and industries* which includes 32 industry sectors and over 200 occupational profiles. Occupational information includes licensing and registration requirements and recognition pathways for overseas qualifications.

Universities

www.studyadelaide.com/study/universities

This website contains information about the universities that operate in South Australia with links to each of them.

Government Agencies

Equal Opportunity Commission

www.eoc.sa.gov.au

Finding employment can be challenging for a number of reasons. If an employer does not consider you just because you are on a visa, it could be discrimination.

Fair Work Ombudsman

www.fairwork.gov.au

All people working in Australia are entitled to basic rights and protections in the workplace. Fair Work provides information about the Australian government workplace laws.

SA Government and Community Agencies

Australian Refugee Association (ARA)

www.australianrefugee.org/

ARA helps refugees become settled in Australia and provides advice, assistance, advocacy and practical support with Settlement, Migration, Employment and Youth Services.

Jobs SA

www.jobs.sa.gov.au

Find out what job opportunities exist in the South Australian Public Service and subscribe to receive regular jobs updates as they become available.

Local Government Association of South Australia

www.lga.sa.gov.au

The Local Government Association provides services, support and leadership to SA Councils for the benefit of the community.

Migrant Resource Centre SA (MRCSA)

www.amrc.org.au

The MRCSA provides a broad range of settlement services to new arrivals of migrant background. These services aim to assist new arrivals to adjust to life in Australia, to link and engage with available services and supports and to further their independence and participation in the community.

Multicultural SA

www.multicultural.sa.gov.au/

Multicultural SA is the agency responsible for advising the Government on all matters relating to multicultural and ethnic affairs in SA. The website contains useful information services available to migrants to help meet their needs in SA.

Libraries SA

www.libraries.sa.gov.au/

Libraries SA has many specialist libraries offering information and services for those with English as a second language. Services include referral to local classes and provision of resource collections. The resources in these library collections are available for loan and include a comprehensive range of learning aids such as books, tapes, audio/visual kits and English language educational programs on CD.

Newcomers

<http://www.newcomersnetwork.com/australia/adelaide/index.php>

If you have just moved to Adelaide, here you will find detailed on everything from housing, public transport and schools to local services, sports facilities and where to spend your free time in Adelaide.

SA Directory of Community Services

www.sacommunity.org

SACommunity is South Australia's community information directory. Find out about help available from government, non-government and community services throughout SA and how you can connect with and get involved in your community.

Setting-Up Business

www.statedevelopment.sa.gov.au/industry/smallbusiness

Obtain a range of practical tools and resources to assist in planning, starting and running a business in South Australia.

www.becaustrialia.org.au

Business Enterprise Centres Australia (BEC) are a first point of contact for small business operators seeking quality business information, advice and guidance.

Volunteering SA

www.volunteeringsa.org.au

Volunteer work can be useful if you want to gain local experience in your occupation and develop new skills and professional networks.

Volunteering

There are online portals that advertise volunteer positions. However, you can also approach community groups to offer your skillsets and knowledge as a volunteer. You can immerse yourself in the local work environment, learn more about Australian culture in the workplace, understand the needs of local clientele and gain a local referee.

Seek volunteering portal

www.volunteer.com.au

Indeed volunteering portal

www.indeed.com.au/Volunteer-jobs-in-Adelaide-SA

Volunteering SA / NT

www.volunteeringsa.org.au

GoVolunteering

www.govolunteer.com.au

To search for community services, go to, www.sacommunity.org

Local Community

The local community includes the suburbs covered by your Local Council, as well as neighbouring Council Areas. Councils offer services depending on the demographics of their area. You can look up the website of your local and surrounding councils, or to learn about what councils do, go to: www.lga.sa.gov.au/LocalGovernmentinSA

For Communities formed around ethnicity, go to www.multicultural.sa.gov.au

Or www.mccsa@mccsa.org.au

To search for community services, go to www.sacommunity.org

Regional Areas

South Australia has 8 regions outside of metropolitan Adelaide. Each region has several Councils that work with Regional Development Officers to develop economic, employment and lifestyle opportunities. See www.pir.sa.gov.au/regions
