

Curriculum Vitae or Resume

Your two-minute commercial about YOU.
It will not get you a job – it may get you an interview

March 2005

What is a Resume?

A resume is a document, usually approximately 3 pages long that provides a summary of your skills and abilities as observed through:

- Education
- Work experience (full time, part time & casual, paid & voluntary)
- Professional development
- Extra curricular activities
- Leisure interests

Styles of Resumes

This handout presents some theory, examples and descriptions of effective resumes. However, in the first instance it is important to comply with employer directions and instructions.

There are several different styles to choose from when writing a resume. Select a style that best highlights your strengths. Since every person has different information, there is no "one size fits all" type of resume. A resume should be as individual as the person writing it.

Reverse Chronological Resume

Is the most common and conservative form of presentation

- Is often preferred by small to medium sized organisations
- Arranges your experience and education in reverse chronological order
- Is good for demonstrating your growth and continuity in a single profession
- Is most suited to people who have had continuity in their employment

Functional/Skills Based Resume

- Organises the job-related aspects of your background by the relevant functions you performed

- Headings relate more to your skills and competencies than degree or job titles
- Indicates that you are capable of making a significant change in your career
- Is well suited to those who have gained valuable experience through a number of unrelated jobs and courses
- Uses a common resume style, with which most employers are comfortable and familiar
- Is often preferred by large organisations
- Eliminates repetition of job duties

Academic Resume

- Emphasises academic qualifications, articles published, books written (if any), conference papers delivered, professional development – usually longer than other resumes
- Suited to academic staff or post graduate students seeking an academic position

Creative or Imaginative Resume

This style is most effective for people who are seeking employment in a field which demands creativity and individuality, such as graphic design, creative writing or marketing. Some employers, however, prefer a more conservative resume style. **You should research your companies thoroughly to see if they are open to creative styles.** This type of resume acts as a mini-portfolio and can be impressive if well-designed.

Combination Resume

As there is no absolute right or wrong style in resume writing, you can combine them in a way which makes your particular background look the best.

Electronic Resume

Electronic resumes serve the same purpose as printed resumes. Today most job seekers will need a paper resume as well as an electronic copy. There are actually three kinds of electronic resumes.

1. The E-mailed Resume

An electronically mailed (e-mailed) resume is a computer file or document that you send to someone via their e-mail address. The document can be the same as your paper resume.

2. The Scanned Resume

Without your knowledge, your paper or faxed resume can be turned into an electronic resume by the employer. Software programs such as Resumix, one of the most widely used applicant tracking systems, scans key words in resumes such as teamwork, leadership etc, searching by an employer's selection criteria.

3. The Multimedia Resume on your Website

For the computer, multimedia or design industries, creating your own website on the Internet to present your resume is appropriate. When applying to organisations in these areas your Internet site can be an effective way of promoting your resume and mini-portfolio of skills.

Common Resume Headings

Resumes must be targeted to a particular employer, position or job type. It is impossible to produce a resume without having such a focus. **A one-size-fits-all resume does not exist.**

There are no specific headings you have to use. You must select or invent headings that show you in the best possible light and are relevant to the job for which you are applying. These are some examples:

Personal Information

- Name
- Address
- Contact details

Academic Qualifications

- Formal, Tertiary, TAFE
- Secondary (only VCE level)
- Relevant Short Courses

Skills and Abilities

Relevance is the key here. Include research and report writing skills, interview skills, sales/marketing skills, computer skills and communication skills. You may list skills as long as you can demonstrate how those skills were used in your previous employment or in your studies and activities during your time at university and TAFE.

Employment History

Include relevant part time, casual and voluntary work. You do not need to give details of every job you have had, but you want to get across the fact that you have worked. Give a summary which demonstrates drive, and assumed attributes such as reliability, honesty, teamwork, etc. If you have had some work which is relevant to your chosen field, then you should provide specific details of your experience.

Interests, Extra-Curricular Activities

Employers value applicants who have interests outside of study. Take care not to make this list expansive; however, list three to four activities which you can back up with examples.

Referees

Make an effort to list at least two referees. You will need to have contacted and gained permission to use their details. Professional and Academic referees are required.



Examples of how to list and describe skills and abilities

Skill	Examples of using skills/Demonstrated Evidence
Communication skills	<p>Written</p> <ul style="list-style-type: none"> ▪ Planned and wrote reports and research essays. ▪ Publicised student clubs – wrote promotional flyers. ▪ Wrote the project briefs for a market research survey on fast foods in convenience stores for Heinz Watties Ltd. ▪ Completed the business plan for a proposed new business venture for the Brotherhood of St Laurence. <p>Oral</p> <ul style="list-style-type: none"> ▪ Presented papers at tutorials. ▪ Instructed laboratory classes on how to conduct experiments. ▪ Publicised student clubs during O-week at university. ▪ Gave the introductory welcome and presentation to 1st year international students in the Business Faculty. ▪ Developed the ability to communicate effectively under pressure as a sales assistant at a 7-11 convenience store.
Demonstrated evidence of team skills	<ul style="list-style-type: none"> ▪ Current member of the university netball team (won the national title). ▪ Acted as Treasurer for the Arts Students Entertainment and Games Committee. ▪ Part of the student project team for developing engineering innovations. ▪ Worked in a team project which developed a resources directory for 'Museums Australia'. ▪ Worked as part of the demonstrations team for Womensport and Recreation Victoria. ▪ Took part in the Young Achievement Australia and Students in Free Enterprise Programs.
Leadership skills	<ul style="list-style-type: none"> ▪ On Management Committee for Swinburne Central Australian tour. ▪ Was elected the Managing Director of my Young Achievement Australia Project.

Identifying and Describing Your Skills, Abilities and Achievements

When describing yourself in a resume, take the job label off "I am an accountant" etc - and define yourself instead as "I am a person who can..." Then think of how you would finish that sentence. What skills do you have? What are you good at? What do you like doing?

When describing your skills, abilities and achievements remember to:

- Use positive language
- Relate your skills and experience to the job
- Use active rather than passive verb ("I joined" is better than "I was a member of")
- Use skills rather than knowledge words ("I can" is better than "I know about")

Some Useful Tips for a good Resume

- Match the resume style to the company/position you want: conservative company = conservative resume and be concise.
- Check for spelling and grammatical errors.
- Presentation and clarity are very important.
- Be honest; be able to explain/prove everything on your resume. Remember: your resume is often used as the basis of questions in an interview.
- Only use abbreviations that are widely understood (beware of technical jargon) and page breaks should not split lists, paragraphs, etc.

Resume Example – Reverse Chronological

1st EXAMPLE

F O N G L O O N G

645 BURWOOD RD, BURWOOD 3121 (W) 9214 1234 (H) 9123 4567
(Fax) 9214 2345 (e-mail) floong@netspace.com.au

EDUCATION

2001 – 2004	Bachelor of Business Swinburne University of Technology Majors - Organisational Behaviour & Psychology <ul style="list-style-type: none">• A Distinction average was achieved throughout the Organisational Behaviour major• A Credit average was achieved throughout the Psychology major• Industry Based Learning was undertaken in 2003. See employment section for details.	<i>Keep the layout of each qualification consistent</i> <i>Include the name of your campus</i> <i>Show most recent or highest level of qualification first</i> <i>Highlight the aspect of the qualification you believe to be most significant.</i>
1999 – 2000	Advanced Diploma in Business (Accounting) Swinburne University of Technology, Hawthorn Campus <ul style="list-style-type: none">• A Distinction average was achieved throughout the course	<i>If you have a variety of qualifications subheadings could be included: Post Graduate, Tertiary, TAFE, Training, Short Courses</i>
1998	Victorian Certificate of Education Wesley College, Prahran Campus Successfully completed <ul style="list-style-type: none">• Achieved an ENTER of 92.3	<i>Only include your ENTER if you were competitive for your year</i>

PROFESSIONAL DEVELOPMENT

Human Resource Courses <ul style="list-style-type: none">• Enterprise Bargaining VECCI 2002 Computing Courses <ul style="list-style-type: none">• Introduction to Windows 2003• Microsoft Excel – Advanced 2000	<i>Accreditations and professional development are seen by most employers as an indication of your commitment to “lifelong learning”, openness to change, remaining up-to date</i>
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EMPLOYMENT HISTORY

March 2003 – Dec 2004	Personnel Officer Blues Chip Computers, Malvern Industry Based Learning (IBL) Nature of Organisation - A chain of 59 computer outlets specialising in business needs Responsibilities <ul style="list-style-type: none">• Designed selection criteria for new staff• Interviewed new staff as a part of the selection panel• Trained new staff Achievements <ul style="list-style-type: none">• Initiated and maintained an internal magazine entitled "Chips and Sauce." The magazine was available both on-line and in hard copy.	<i>Keep the layout of each job consistent</i> <i>First show most recent / relevant / highest level job</i> <i>You may need to include some details about the nature / size / etc of the organisation</i> <i>Begin the description of each responsibility with an active verb to show the transferable skill</i>
2002 – Present (1 day per week or 4 hours per week)	Recreation Worker Booroondara City Council, Hawthorn Responsibilities <ul style="list-style-type: none">• Research into the recreational needs of people in the Booroondara area with a team• Arrange venues for recreational events• Design and lead aerobics groups for adults	
2000 - Present	Newspaper Reader - Volunteer Work Vision Australia, South Yarra Responsibility <ul style="list-style-type: none">• Read newspapers on to audiotapes for Vision Australia clients	<i>Volunteer work is just as important as paid work; additionally, it shows generosity of spirit and a high energy level.</i>
1996 - 1998	Waiter, Pancake Parlour Chadstone Shopping Centre Responsibilities <ul style="list-style-type: none">• Demonstrated excellent customer service skills• Prepared food orders• Responded to staff training initiatives	

SKILLS AND ABILITIES

Communication

- Experienced in speaking to small and large groups. Target audiences have included: trainers, managers, support staff, colleagues.
- Created documents of a high standard as seen in the magazine entitled "Chips and Sauce", and other written pieces such as submissions, business plans and University projects.

Leadership

- Demonstrated leadership as seen with the team I trained at Blue Chips Computers.

Change Agent

- Favorably introduced change in the form of new ideas, programs and policies.

Organisational

- Met all deadlines for workshops, magazine production and University work.

Languages

- Proficient in French - both spoken and written
- Conversational level of spoken German

Software Experience

Highly competent with the following packages:

- Microsoft Office
- Microsoft Windows
- Adobe Photoshop
- Macromedia Dreamweaver/Fireworks/Flash

A range of other categories could be included at this point. Here are some examples.

Include your other skills, ie. technical or generic

You will add credibility to your claims if you validate each skill with an example

See the functional resume example for more detailed examples of skills

State the languages that you can speak and/or write and your level of proficiency.

Make reference to your computing skills somewhere in your resume. If computing is your career, include details of your areas of expertise

AWARDS RECEIVED

- Winner of AHRI (Australian Human Resources Institute) prize for program of special excellence. Program was entitled "Training Program for Employers of Recruits with Non English Speaking Background (NESB)"
- Best and Fairest in the Victorian 1998 Aerobic Team

This is optional and only to be included if significant and relevant.

PROFESSIONAL MEMBERSHIPS

- Member of the Australian Human Resource Institute
- Member of the Australian Institute of Management

This is optional and only to be included if significant and relevant.

INTERESTS AND ACTIVITIES

- Netball - Have been an active member of a netball club from 1994 to present
- Aerobics
- Theatre

All aspects of your life can be included to demonstrate your skills and add to your complete profile

REFEREES

Mr Barney Banana
Human Resource Senior Manager
Head Office
Blue Chips
Ph: 9123 4567
Mobile: 0419 345 678
E-mail: bb@ozemail.com.au

Dr Sally Selection
Senior Lecturer and Course Coordinator
Faculty of Business and Enterprise
Swinburne University of Technology
Ph: 9214 9876
E-mail sselection@swin.edu.au

Mr Joe Bloggs
Former Recreation Manager
Booroondara City Council
Ph: 9876 5432 (Home)

Traditionally 2 or 3 referees are standard. Academic & employer are the most valued. Personal referees are usually not requested

Some large organisations do not request referees at any stage of the application process

Your referee may have changed jobs or companies. They can still be included as your referee with their old job title referred to as "former"

It is not standard to include written references with your resume/application

Resume Example – Skills Based/Functional Resume

2nd EXAMPLE

MICHELLE LEE

2/5555 Lilydale Street, Wantirna South 3555

mlee@hotmail.com.au Phone 0412 123 456

QUALIFICATIONS

Tertiary

- 2000-2004 **Bachelor of Business (International Business)/
Bachelor of Arts (Japanese)**
Swinburne University of Technology
Major areas of study: International Business/Japanese Language
- 1999 **Diploma of Business (International Trade)**
Swinburne University of Technology
Distinction in International Law
- 1998 **Certificate IV in Business (International Trade)**
RMIT
Credit Average

SKILLS AND ABILITIES

Communication

- Successfully conducted 25 focus groups and 50 individual interviews for market research purposes
- Produced quarterly newsletter for over 50 sailboard club members resulting in larger membership participation
- Achieved High Distinctions for oral presentations in three final year subjects

Knowledge of International Trade

- Researched and completed subjects on International Trade and Finance, International Management, and Japan's Foreign Trade and Investment, including cultural issues
- Gained a broad understanding of the complexities of international trade in a dynamic global environment in relation to the above subject areas
- Developed a detailed knowledge of Japan's political and cultural environment that was reinforced by a scholarship to Japan for one semester of study

Sales and Marketing

- Analysed Japan's hospitality industry in order to develop a sales plan for cheesecake as part of a jointly co-ordinated international project
- the manufacturer accepted the plan
- Exceeded the sales targets over a three-year period selling technical equipment
- Jointly established a sailboarding club, which involved initial costing, a feasibility study, and a publicity campaign. The club continues to maintain its financial viability.
- Extensive telephone marketing, expanding the customer base by 3% at HMV
- Merchandised stock at entertainment venues for maximum impact

Information Technology

- Word processing-high level of competence across Apple and Microsoft operating systems
- Spreadsheet – Excel (Mac) – high level of competence
- Statistics – SPSS (PC) – good level of competence

EMPLOYMENT HISTORY

2001-present	HMV Melbourne Sales Consultant (part-time)
2000-2001	Roy Morgan Research – Interviewer (Casual)
1999-2000	Myer Eastland Sales Assistant (Casual)
1998	Telstra Telemarketer (part-time)

ACHIEVEMENTS/INTERESTS

- Awarded a Swinburne University of Technology scholarship for high academic achievement; experienced living and studying in Japan for 10 weeks
- First Aid Certificate and Driver Licence
- Co-founder and member of sailboard club; bush walking and theatre attendance
- Developed effective presentation skills through short course conducted by Swinburne University Student Union

REFEREES

Mr Jeff Bridges
Senior Lecturer
Department of International Trade
Swinburne University of Technology
Ph: 9867 4532
Email: jeff@swin.edu.au

Mr Simon Gallagher
Personnel Manager
HMV Melbourne
Ph: 9775 0321
Email: sg@HMV.com.au

Page No.2/2 Michelle Lee

RESUME

PERSONAL DETAILS

Name **Antonia Bellini**
Address 4 Park St
 Hawthorn, 3122
Telephone 9819 1234 (Home)
 0401 123 456 (Mobile)
Fax 9819 0123
E-mail abellini@netspace.net.au

EDUCATION

2003 – Present **Bachelor of Health Science (Env. Health Management)**
 Swinburne University of Technology, Hawthorn Campus
 Distinctions and Credits in most subjects to date

2002 **Victorian Certificate of Education (VCE)**
 Balwyn High School
 Successfully completed: English, Mathematical Methods,
 Chemistry, Biology and Physical Education

PROFESSIONAL DEVELOPMENT

2004 Introduction to Windows 98
 Swinburne Business Training Group

2003 Excellence in Customer Service
 McDonald's Training Centre, Collingwood

EMPLOYMENT HISTORY

2002 – Present **Trainee Manager**
 McDonald's Family Restaurant, Hawthorn

 Key Responsibilities

- Supervising staff, rosters and training
- Customer service
- Handling cash
- Food preparation

Chemistry Tutor
 Private tutor for VCE Mathematical Methods students

ACHIEVEMENTS

- 2003 Awarded McDonald's "Employee of the Month" (February)
 Received a Certificate of Achievement for being the highest
 ranked student in the subject Food Science 101
- 2002 School Debating Captain
- 2000 Awarded a Distinction in the Australian Mathematics
 Competition
 Lead role in the school musical, "Brigadoon"

SKILLS

Computer

A working knowledge of the following:

- Microsoft Word 7 for Windows
- Microsoft Excel 7 for Windows
- Microsoft Access
- Various e-mail packages including Eudora and Pegasus
- The internet

Course Related

- Research and investigative abilities
- Familiarity with statistical packages
- OHS knowledge
- Laboratory - technical abilities
- Administrative/Legal information

General

Personal skills include the following:

- A Team player as indicated by "Best and Fairest" award with the school cricket team
- A high level of customer service, as indicated by the "Employee of the Month" award at McDonald's
- Good oral and written communication skills as indicated by the high standard of both my written and oral presentations at University
- Current full Driver Licence

MEMBERSHIPS

- Student Member of the Australian Institute of Environmental Health (2003 – Present)
- Member of the Balwyn Cricket Club (1995 – Present)

INTERESTS

Cricket
Debating
Bike riding



WHY SHOULD I WRITE A COVERING LETTER?

The key objectives of a cover letter are to:

- Inform employers of your interest in the job
- Persuade the employer of your suitability for the position
- Demonstrate your writing and research skills
- Obtain an interview

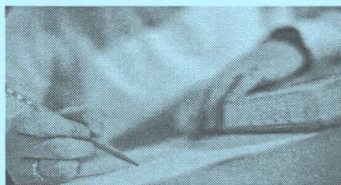
WHAT ARE SOME TIPS TO MAKE YOUR COVER LETTER OUTSTANDING?

Do

- Match yourself to the job criteria listed in the advertisement/position description
- Focus on what you have to offer an employer
- Validate your claims of skills or knowledge with an example
- Use your cover letter as an example of your communications skills
- Use action verbs to describe your transferable skills e.g. developed, initiated
- Be positive and demonstrate your enthusiasm for the job / company
- Write less than one side of a page -unless you are responding to several selection criteria. (*See Selection Criteria handout*)
- Edit your letter and have it checked by at least one other person before you post or email it.

Don't

- Use negative language, eg apologise for something you should have done
- Sound desperate
- Rehash your resume, the cover letter is a separate document



TWO TYPES OF COVER LETTER

1. THE INVITED LETTER - What is it?

- A targeted written response to an advertised job

2. THE UNINVITED LETTER - What is it?

- A letter you initiate to tap into non-advertised jobs

Examples of two types uninvited cover letters:

(i) The Cold Contact Letter - What is it?

- A letter to a company expressing interest in a possible vacancy with their company (although it has not been advertised).

Advantages

- Uncovers hidden jobs
- May lead to an interview or a referral to another company/job

Disadvantages

- The letter needs to be very good to grab the attention of the reader
- There may be no jobs available

(ii) The Referral Letter - What is it?

- A letter which is the product of networking and essentially the same as a cold contact letter but you refer to someone who gave you this contact eg "I met with Jessica Brown last week who mentioned that you might need someone with a background in"

Advantages

- Statistically this is one of the most successful methods of getting a job

Disadvantages

- If you approach this situation poorly it may appear that you need someone else to help you get a job

IDEAS FOR POSSIBLE OPENING PHRASES

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

If there is a job reference number include it in your letter eg Administration Officer Job No. 789X.

IDEAS FOR POSSIBLE ENDINGS / REQUESTING AN INTERVIEW

- I look forward to discussing the position with you personally
- I would be happy to supply you with further information at an interview
- I believe a meeting would affirm my suitability for the position
- I would appreciate the opportunity to meet with you ...
- I am looking forward to meeting you and learning more about your organisation and the challenges of the position you advertise
- Please find attached my resume and responses to the selection criteria for your consideration
- I will call you next week to arrange a suitable time to discuss potential opportunities with ... (suitable for cold contact letters)

STANDARD COVER LETTER FORMAT

This format is to be used as a guide only and additional information or paragraphs may be needed.

Remember—match your strengths to the employer's criteria, to the key words in the advertisement and order the content of your letter accordingly.

- 1. Your name**, address, telephone, mobile and email
- 2. Date of the letter** (make sure this is included)

3. Addressee's name (the person to whom you are writing - if this is not included in the advertisement, ring the organisation to obtain this)

4. Addressee's details such as: job title, name of company and address

5. Salutation (Dear Mr/Ms/Mrs/Miss, followed by their family name).

6. 1st paragraph - identify the job being applied for and your reason for writing. You will need to include details of where you obtained information about the job vacancy and your interest in the position

7. 2nd paragraph - and what makes you stand out in a crowd, such as your qualifications (education), and relevant skills

8. 3rd paragraph - Your work relevant experience - avoid only rehashing information from your resume.

9. 4th paragraph - give more information about your soft skills, i.e. your personal qualities. As for all paragraphs make sure you cover desirable qualities or abilities as in the advertisement.

10. Closing paragraph - reaffirm your suitability for the position. Draw attention to any enclosed documentation (resume, transcript). Suggest an action eg. interview

11. Yours sincerely, yours truly or yours faithfully, all of which are acceptable in business today.

12. Insert your signature and print your name below

13. CHECK! CHECK! Before sending!

FURTHER SERVICES

Careers and Employment offers:

- A daily resume and cover letter checking service at all campuses (1 document per session during busy times)
- SwinEmploy Job Service including Frequently Asked Questions
- Books and videos on resumes and cover letters, many of which are available for loan

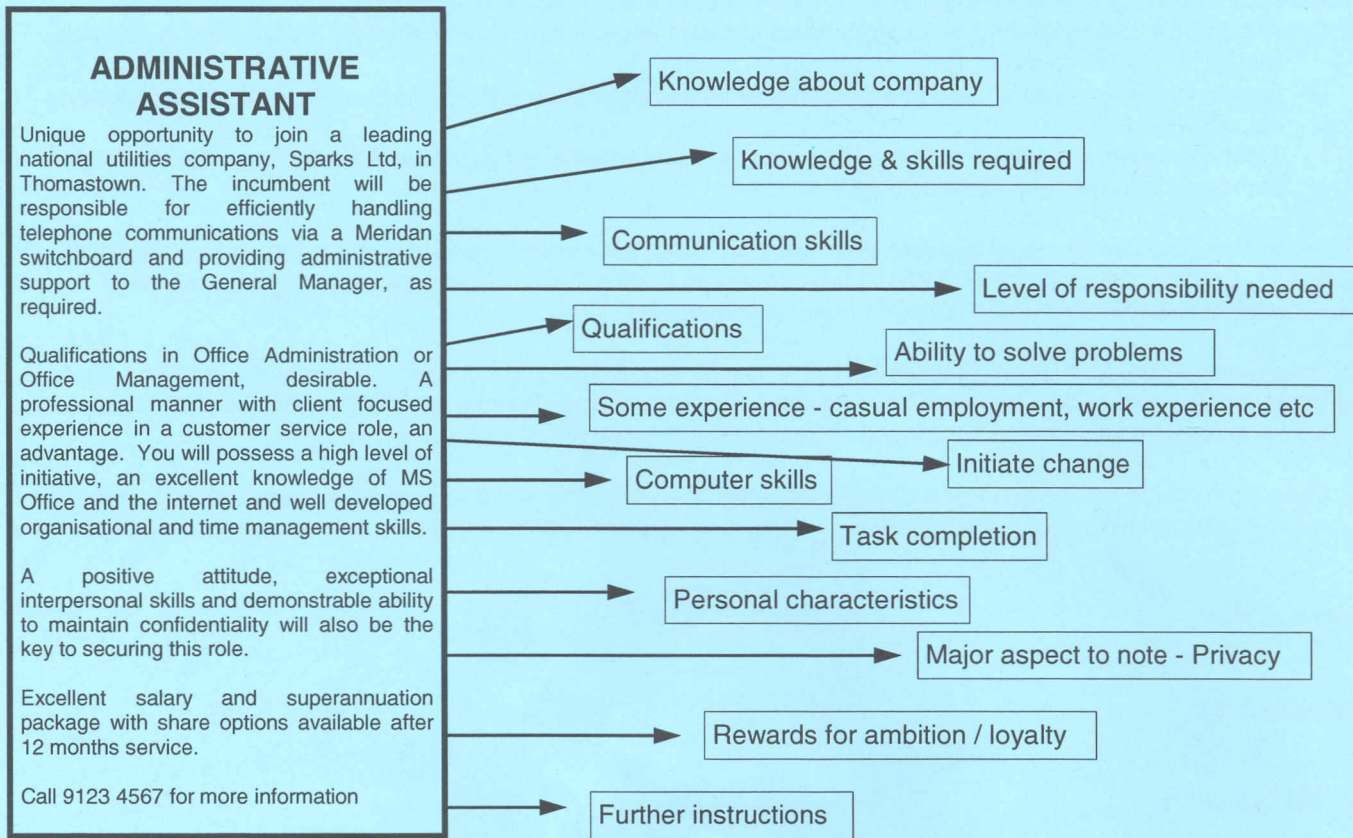
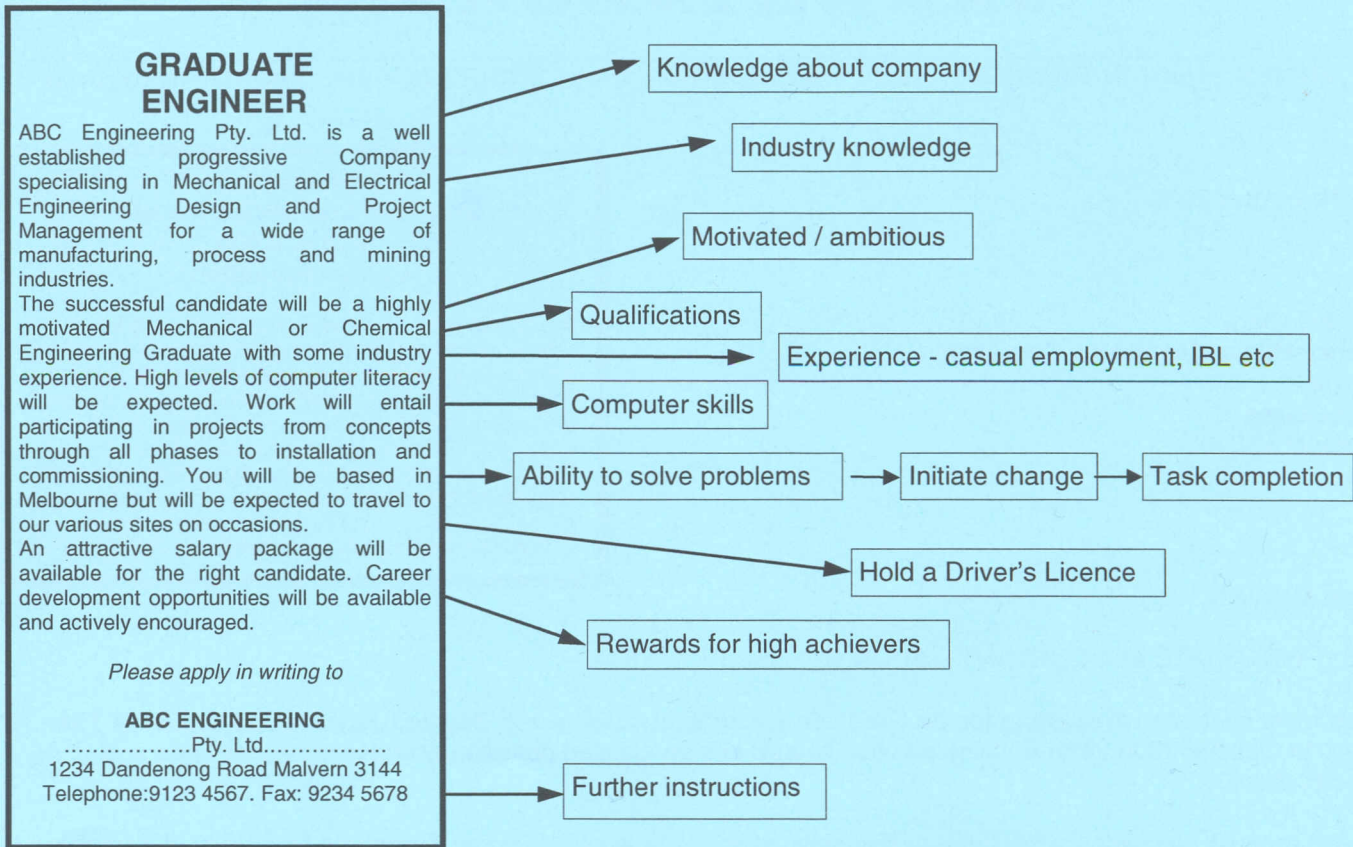
CAREERS AND EMPLOYMENT

Appointments for any campus can be made via:

Swinburne Place
Ground Floor
20 Wakefield Street
Hawthorn 3122
Telephone: 9214 5360

READING JOB ADVERTISEMENTS - EXAMPLES

Before writing a cover letter it is important to analyse each job advertisement in order to identify key elements surrounding the employer's requirements. Once identified collate like minded areas together and determine appropriate examples to use to demonstrate to the employer that you understand the job. This will give the employer confidence that you would be a suitable candidate to invite to interview.



JAN SWINBURNE

20 Wakefield St Hawthorn 3122 - 9214 5360 - 0444 333 2221 - jan_swin@hotmail.com

16 November 2006

Mr Joe Clark
Senior Human Resources Consultant
Bay and Johns
123 Collins St
Melbourne 3000

**Bay & Johns
Graduate Accountant - Audit
Circa \$36,000
(+ superannuation)**

Bay and Johns is a well established accounting firm with a commitment to excellence in customer service. An opportunity exists for a new member to join our auditing team. We seek applicants who are enthusiastic, capable, business oriented, with a minimum of a three year degree in accounting. The successful applicant will also need strong communication and interpersonal skills. This is a full time, on-going position.

Contact Joe Clark for further information on 9123 4567

Dear Mr Clark,

RE: GRADUATE ACCOUNTANT – AUDIT

I am most interested in applying for the Graduate Accountant position with Bay and Johns, as advertised in The Age, 14 October 2006. The Auditing position sounds like an exciting opportunity and matches my skills and qualifications.

I have recently completed a Bachelor of Business, majoring in Accountancy at Swinburne University of Technology, whilst also undertaking part-time employment. I will bring to the position the following:

- A thorough understanding of auditing principles and applications as indicated by my Distinction average results
- Excellent communication and interpersonal skills developed through numerous team-based projects and class presentations
- Time management, attention to detail and a results orientated approach as indicated by achieving high standards and meeting all deadlines.

My enthusiasm and interest in all aspects of accounting is demonstrated by active involvement in the Chartered Accounting Society of Swinburne (CASS). I have taken on leadership roles with responsibility for arranging speakers for our successful professional development evenings.

Part time employment as a Team Leader with Officeworks has developed my skills in leadership, customer service and balancing the end of day accounts. I enjoy exceeding the expectations of both Officeworks and its customers. On two occasions I was awarded Employee of the Month for achieving the store's highest sales figures.

I do hope you find my background and experience to be of serious interest and I would welcome an opportunity to discuss my application further in an interview. Please consider the enclosed resume and academic transcript.

Yours sincerely,

[add signature]

Jan Swinburne

Industry Based Learning Example

Kim Mitzy
224 High St
Prahran VIC 3144
(03) 9214 8000
0444 123 123
kim_mitzy@student.swin.edu.au

10 August 2006

Ms Chloe Smythe
Recruitment Manager
Australian Broadcasting Corporation
GPO Box 9994
Sydney NSW 2001

Dear Ms Smythe,

I am writing to apply for an Industry Based Learning position with the Australian Broadcasting Corporation commencing in early 2007. Of particular interest is the position in the User Interface Development Department. I am attracted to the ABC as they are involved in competitive edge developments and use advanced technology to support their programs. My career objective is to be a valuable member of a professional and successful corporation in the media industry.

Currently I am a second year Bachelor of Design (Multimedia Design) student and am enjoying every aspect of the course. My interest, enthusiasm and competency for my course are reflected in my consistently good results.

The course at Swinburne University of Technology has given me a sound grounding in most aspects of computing. Of particular relevance to my potential work at the ABC are the subjects: Design for Multimedia and 3D Animation and Special Effects. In addition, I have designed and created websites for Imagine Reality and Channel 31, using web authoring tools such as HTML, Dreamweaver, Flash and Fireworks. To achieve the best results I created storyboards to set out the content and to determine the most appropriate place to use 3D modeling, digital video, and audio media through out the sites.

I understand the personal attributes you require of employees are high quality performance and acceptance of responsibility. Since 2004 I have maintained steady employment in a variety of environments where I have demonstrated these qualities. My work with Blue Chip Computers probably best illustrates my capacity to take on a high level of responsibility and a high standard of work. In addition to the attributes requested, my strengths include the ability to mix and relate well with others, as demonstrated by my role as President of the Swinburne Student Association.

In support of my application I have included my resume and academic transcript. Thank-you for considering my application.

Yours sincerely,

[add signature]

Kim Mitzy

Australian Broadcasting Corporation

The ABC has two Industry Placement / Industry Based Learning positions for 2007. The applicants will work with our state of the art facilities and assist with web development and web authoring of our electronic publications, mainly in the creation of 3D animations. The positions are in the division of New Media & Digital Services (Ref no 7897-IP).

We seek to recruit skilled, energetic, achievement oriented candidates. The ABC needs applicants who are committed to high quality performance and can accept a high level of responsibility.

To be eligible you must be enrolled in an IC&T degree (or equivalent), have successfully completed at least two years of your degree, be available for one year, full time work, commencing in January 2007.

Before applying visit our website to understand the scope of the positions at the ABC, www.abc.net.au/jobs
To apply, email your resume and cover letter to Ms Chloe Smythe, at jobs@abc.net.au

TAFE Example

Joanne Underwood
3/82 Whitehound Rd
Aspen 3999
Ph: 9214 9876
Email: junderwood@email.com.au

23 June 2006

Mr Travis Horachio
Senior Human Resources Consultant
Honcho's Early Learning Centre
71-75 Panda Pde
Upper Plenty 3991

**Child Care Assistant - Ref 30129
Honcho's Early Learning Centre
Warrandyte Area**

Honcho's Early Learning Centre is a quality, accredited 40 place centre. Duties will involve all aspect of children's care.

Applicants should have a commitment to child care and enjoy working with children of all abilities. All applicants must have a minimum of a Certificate 3 in Children's Services, and a professional, enthusiastic and friendly manner. Experience in working with children from 0-4 years is an advantage.

Please send your application to Mr Travis Horachio, Senior Human Resources Consultant, Honcho Industries, 71-75 Panda Pde, Upper Plenty, 3991 or via email to thorachio@helc.com.au

Further information can be obtained by telephoning 9987 6543

Applications close 30 June 2006

Dear Mr Horachio,

It is with great interest that I submit my application for the Child Care Assistant position (**Ref 30129**), with Honcho Industries, as advertised in The Age, on 17 June 2006. I am a qualified Child Care practitioner and have a passion for seeking the best from children of all ages.

I have recently completed an Advanced Diploma of Children's Services with Swinburne University of Technology, TAFE Division. Throughout the course I achieved excellent results in all subjects undertaken and graduated with a Distinction average. Whilst studying I worked as a Nanny for a family of three children aged between 6 months and 5 years. My duties included before and after crèche and school care, preparing nutritious meals, feeding, bathing, planning fun and educational activities, overseeing aspects of discipline as well as providing encouragement whilst being a positive role model. I am also knowledgeable in office procedures and have experience in preparing reports, maintaining filing systems, customer service and workplace occupational health and safety issues.

My experience, together with a flexible and patient nature would ensure my success with Honcho Industries and the children entrusted to my care. In addition to your requirements I hold a current Certificate II in First Aid, a Bronze Medallion in swimming and a Victorian Driver's Licence.

Please find enclosed my resume. I look forward to discussing the position and my application further at an interview.

Yours sincerely,

[add signature]

Joanne Underwood

Employer Expectations of Graduates

Why Would You Bother To Find Out?
It is a part of good career planning



Edition 2

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Before you look at what employers want, you need to know about yourself — your preferred skills, interests, values, your personal style. This needs to be coupled with your research and knowledge about the World of Work, so that:

- Your career planning is efficient and targeted
- You don't miss opportunities in organisations/companies for which you are well suited
- You don't waste time applying for organisations where you know that you don't or can't meet their expectations, and in fact may not wish to, because as you learn about their expectations, you decide it's not the place for you!
- You will be distinctive in your application and show evidence of your planning and research to the employers whom you approach.

WHAT ARE THE CHARACTERISTICS THAT EMPLOYERS ARE SEEKING?

Qualifications and experience no longer guarantee a person will get a job or even stay on top of the demands of their present job.

It is now recognised that everyone also needs a diverse range of attributes and generic skills, or "employability skills" as they are increasingly being known, in addition to formal training.

The Australian Chamber of Commerce and Industry and the Business Council of Australia recently surveyed employers regarding the critical skills and abilities that business requires to thrive. The resulting Employability Skills Framework lists thirteen Personal Attributes and eight Employability Skills. The eight Key Employability Skills were:

- **Communication** skills that contribute to harmonious relationships between employees & customers

- **Team Work** skills that contribute to productive working relationships & outcomes
- **Problem-Solving** skills that contribute to productive outcomes
- **Initiative and Enterprise** skills that contribute to innovative outcomes
- **Planning and Organising** skills that contribute to long-term & short-term strategic planning
- **Self-Management** skills that contribute to employee satisfaction & growth
- **Learning** skills that contribute to ongoing improvement & expansion in employee & company operations & outcomes
- **Technology** skills that contribute to effective execution of tasks

The Personal Attributes were:

- Loyalty
- Commitment
- Honesty & Integrity
- Enthusiasm
- Reliability
- Personal Presentation
- Commonsense
- Positive self-esteem
- Sense of Humour
- Balanced attitude to Work & Home Life
- Ability to deal with Pressure
- Motivation
- Adaptability

To this list you could also add:

- Ability to plan own work & prioritise
- Interpersonal skills
- Ability to find and assess information
- Written communication skills
- Willingness to accept directions

- Independent judgement
- Awareness of ethical issues
- Ambition, desire for self- improvement
- Negotiation skills
- Project management skills
- Well rounded personality
- Ability to synthesise information
- Leadership potential

WHERE ARE ALL THESE SKILLS GOING TO COME FROM?

Think about all the experiences you are going through and have gone through in your:

- Studies
- University activities, clubs or societies you belong to, positions you hold in these organisations
- Extracurricular activities- both your hobbies and leisure interests
- Community involvement, organisations you may belong to and what part you play in running them
- Work experience- both paid and unpaid, the casual job in a supermarket or retail store, and the industry experience directly related to your course that you may have been able to do

Coupled with this is evidence that you have a life outside of University. All these experiences, which should be concisely and positively listed on your resume, show how you are already using many of these skills.

It is important to be aware of the following changes in the world of work in order to help you meet employer expectations:

- An expectation of multiple career changes rather than one career for life and periods of unemployment
- Career moves are not necessarily always upward, zigzags are often required in today's flat organisations
- Rather than expecting an organisation to take charge of an individual's career development, the individual needs to take responsibility for their career
- Whilst maintaining personal control, an individual needs to work at remaining employable

- Progression does not necessarily involve making more money, it may also be achieved through job satisfaction and a greater sense of accomplishment
- There is less emphasis on a set list of job duties, and more emphasis on the package of transferable skills and competencies a person has to offer
- Education and knowledge acquisition do not stop with the completion of your degree; be prepared for further training and upgrading of skills as seems necessary
- Organisational structures are more fluid, restructuring and downsizing more likely. There is no guarantee of a secure future in an organisation
- Rather than being employed by a large organisation you may find yourself contracting your services, seeking customers for your skills

In short you need to be able to understand change and be comfortable with uncertainty.

Look at what some employers have said they expect of graduates:

A large manufacturer and marketer of computer and measurement products and systems says:

"We expect at least a Credit average for academic results. We also like to see that the applicants have some work experience, preferably dealing with customers. More importantly, we look for a good team player with excellent interpersonal skills who is focused on high levels of achievement, shows flexibility and enjoys challenges."

One of the large chartered accounting firms states that:

"People who have the following characteristics are those who find the firm most fulfilling, personally and professionally.

- Strong team orientation
- Creative problem solving
- Superior analytical capabilities
- Self-motivation and superior communication skills
- Strong personal character and maturity"

Yet another employer expects the following:

- **Action:** fast decision-making and decisive action
- **Ability:** outstanding ability in your chosen field of specialisation
- **Vision:** the ability to look beyond functional barriers and understand the business in its entirety
- **Teamwork:** Ability to work collaboratively all the time and in great detail
- **Timeliness:** be punctual and get down to work straight away
- **Reflexes:** Ability to formulate plans rapidly and adjust them frequently, always looking for another competitive edge
- **Courage:** To have the courage of your convictions, be prepared to make recommendations if you believe you're right. No room for timidity or indecision.
- **Self-Reliance:** A practical focus to get the job done. Being prepared to lend a hand by rolling up your sleeves and pitching in to ease a crisis.

FURTHER SERVICES TO HELP YOU

Careers and Employment offers:

- Workshops on Career Planning, Skills and Values; and on Employer Expectations of Graduates
- A library of company information
- Access to employers through the Campus Interview Program, job notice boards and home page links.
- Links to various employer sites—start by going to the Careers and Employment home page at:

<http://www.swinburne.edu.au/careers>

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