

# Preparing a resumé



Learner guide

Ready for work

**Pre-employment skills**

# **Preparing a resumé**

Version 1.2



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### Preparing a resumé

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## What is a resumé?

When you apply for a job, you need a resumé. A resumé is a list of your qualifications, experience and skills. It is a list of all the things you have done and that you are good at. A resumé helps employers decide if you're the best person for a job.

Sometimes people call a resumé a 'CV'. This is short for 'curriculum vitae.' Sometimes job ads will ask for a resumé and sometimes they will ask for a CV. They are asking for the same thing.



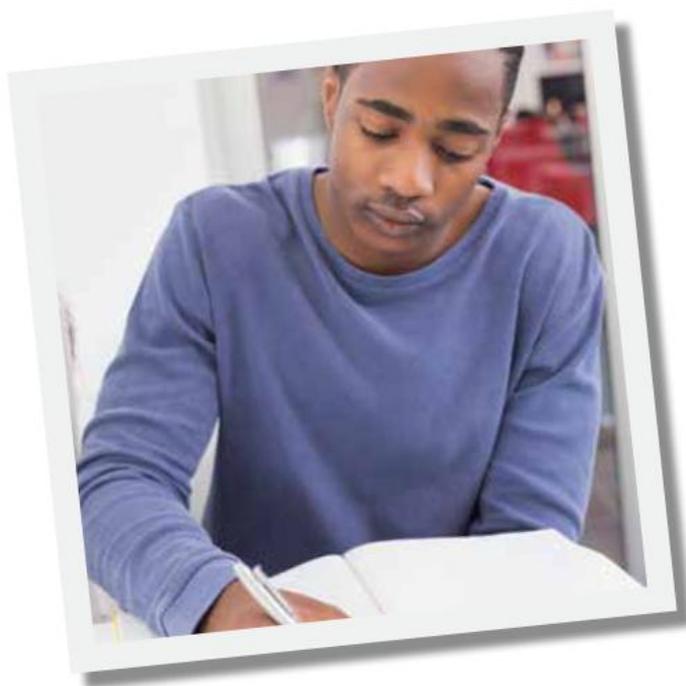
# Qualifications, experience and skills

Qualifications are the courses or training you have completed.

Experience is what you have done before and demonstrates that you can already do something. Experience will help you get a job.

Your skills are the things you know how to do and are good at. For example, you might be good at sewing, painting, talking to people, or selling things.

You need to think about your qualifications, experience and skills before you write your resumé.



## Story

Toby did not finish high school. He left school at the end of year 10. He does not have a high school qualification.

He likes working with people. He does some babysitting for his neighbour, Sally Porta. He speaks Spanish with his family. He runs a stall at a market once a month and likes selling things to people.

Toby finished a Certificate II in Retail in 2017 at Little's School of Retail. This means he has learnt about working in shops.

He also likes to play the trumpet and he helps his family by fixing things around the house. He enjoys building things out of wood (carpentry). He makes toys and small pieces of furniture to sell at his market stall.



## Activity 1

Read the story about Toby again to answer these questions.

1. What qualifications does Toby have?

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2. What experience does Toby have?

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3. What skills does Toby have?

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[Click to complete Activity 1](#)

# Personal information

You need to put information on your resumé so that the person reading it knows important information about you.

Start with your personal information. This is your name and your contact information.

Information	What to write
<b>Your name</b>	Your full name; for example, Tom Smith
<b>Your contact information</b>	Your telephone number; for example: 0444 333 333  Your email address; for example: tomsmith@email.com.au  Your home or postal address; for example: 123 Green St, Greensville, VIC 1234

# Qualifications

You need to write your qualifications on your resumé so that the person reading it knows what you have learnt how to do.

Always include where you got the qualification and when you got it. If you are currently studying towards a qualification, you can include that too.

Here are some examples.

Type of qualification	What to write
<b>High school qualification</b>	2014 Greensville Secondary College Completed Victorian Certificate of Education
<b>TAFE qualification</b>	2015 Greensville TAFE Completed Certificate III in Early Childhood Education and Care
<b>University qualification</b>	2018 Greensville University Currently studying Bachelor of Arts with major in psychology

# Experience

You need to write your experience on your resumé so that the person reading it knows what you can do.

Here are some examples.

Type of experience	What to write
Working in a grocery store	<p>2010–2012 Greenville Grocery Store</p> <p>I was a casual sales assistant. I served customers and stocked shelves.</p> 
Volunteering at a library	<p>June–December 2017 Greenville Library</p> <p>I volunteered as a library assistant. I shelved books, scanned books for people visiting the library and cleaned the library.</p> 
Work experience at a childcare centre	<p>April 2015 Greenville Day Care Centre</p> <p>I completed two weeks of work experience helping to care for young children, clean the centre, plan and set up for activities, and serve food.</p> 

# Skills

You need to write your skills on your resumé so that the person reading it knows what you are good at doing.

Here are some examples.

Type of skill	What to write
Using computers	<p>I know how to use these computer programs:</p> <ul style="list-style-type: none"> <li>• Microsoft Word</li> <li>• Adobe Photoshop</li> </ul>
Gardening	<p>I can plan and plant a vegetable garden. I can look after plants and grow vegetables to eat.</p>
Looking after children	<p>I know how to care for children aged three and up. I can prepare healthy snacks and plan age-appropriate activities.</p>



## Activity 2

1. Practise writing down your personal information.

Name:

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Phone number:

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Email address:

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Postal address:

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2. Practise writing down your qualifications, experience and skills.

Qualifications:

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Experience:

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Skills:

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[Click to complete Activity 2](#)

## Referees

A referee is someone who knows you and who will speak to an employer for you. They should be a person who will say you will be good at a job.

A referee might be someone you have worked for, a teacher, or a sports coach.

You should write the name and contact information of the person who will be your referee on your resumé. Always ask them first to make sure they want to be your referee.

Here are some examples.

Referee	Example
<b>Manager from a job you worked at</b>	Mary Thomas Manager at Greenville Grocery Store Ph: 8777 6655
<b>Teacher from a course you studied</b>	Peter Martin Teacher at Greenville TAFE Ph: 0444 333 222

# How to set out a resumé

You should type your resumé on a computer. Your resumé should be clear and neat.

Use bold headings to show what information you have included.

Make sure it is easy to find your name and contact information. This should be at the top of your resumé.

Here is Toby's resumé.

## **Resumé**

**Name:** Toby Rosco

**Address:** 2/42 Inca Street, Greensville, Victoria, 3478

**Telephone:** 9665 5444

Mobile: 0444 111 222

**Email:** trosco@ink.com.au

### **Qualifications:**

Certificate II in Retail – completed in 2017 at Little's School of Retail

Greensville Secondary College – completed year 10 in 2015

### **Experience:**

**Babysitting:** I regularly babysit a five-year-old child. I have been babysitting since 2015. For this job I have to be responsible and reliable. I also have to be caring and patient.

**Sales:** Since 2016 I have run a successful stall at the local market each month. This experience has taught me how to deal with customers. It also taught me how to handle money and work out change.

### **Skills:**

- Working with children and caring for children
- Making sales
- Working out change and discounts
- Carpentry
- Full Victorian driver's licence
- Speaking Spanish
- Playing trumpet

### **Referees:**

Name: Sally Porta (Parent of child I babysit)

Address: 56 Orange Drive, Greensville, Victoria 1234

Phone: 9555 8888

Name: Bill Repco (Stall manager)

Address: 12 Market Street, Greensville, Victoria 1234

Mobile: 0444 121 221

## Sending your resumé

When you apply for a job, you need to send your resumé to the person advertising the job. Usually you will have to send it by email, but sometimes you may have to send it by post.

Always read the job ad to find out how you should send your resumé and where you should send it. Look for an email address, website or postal address.

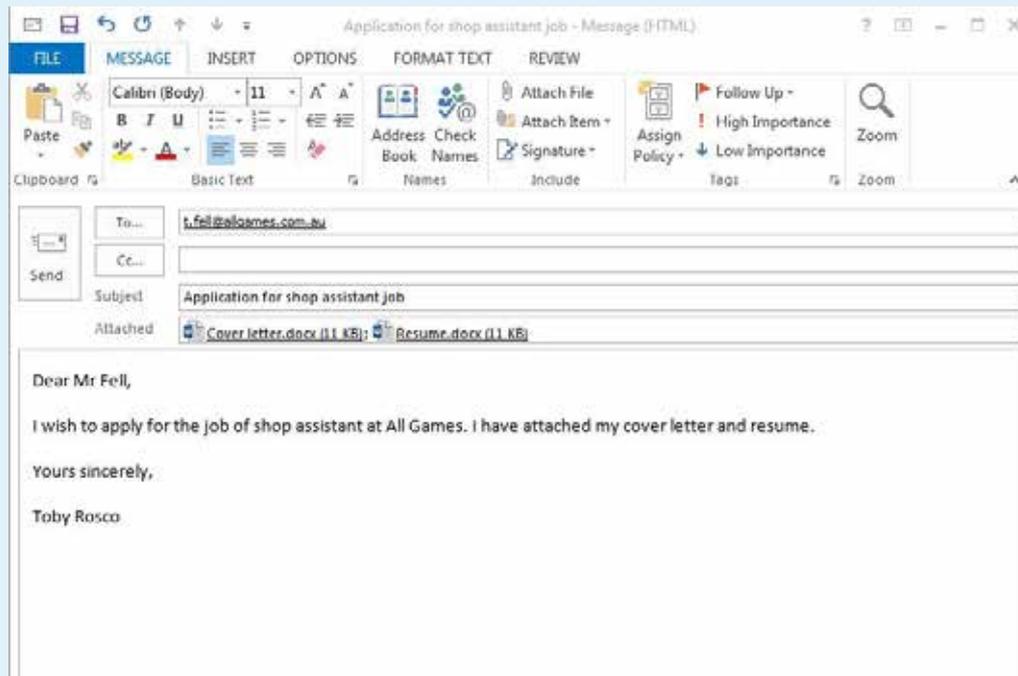
Method of sending	How to do it
<b>Emailing your resumé</b>	<p>You will need to have an email address. You will also need to have your resumé saved as an electronic file, such as a MS Word document.</p> <p>Open a new email message and type in the email address from the job ad. Then attach your resumé and cover letter. In the body of the email, write that you want to apply for the job. Write that you have attached your resumé and cover letter. Don't forget to attach them!</p>
<b>Uploading your resumé</b>	<p>You will need to create a log-in on the employer's online application system. Have your resumé and cover letter saved in the file format that the employer asks for.</p> <p>Follow the instructions carefully. Fill in all the fields, and save as you go if possible.</p>
<b>Posting your resumé</b>	<p>You will need to print out your resumé and put it in an envelope with your cover letter.</p> <p>Write the address neatly on the envelope and buy a stamp at the post office. You should also write your name and address on the back of the envelope. This is so the letter can be returned to you if it gets lost.</p>

Remember, you can always ask someone for help if you don't know how to do these things.

You should always send a cover letter with your resumé. Read about cover letters in the Aspire learner guide *Applying for a job*.

## Story

Toby wants to apply for a job at a sports shop called All Games. The job ad says to send an email to the manager, Mr Fell, with a resumé and cover letter. This is what Toby's email looks like.



## What you have learnt

Put a ✓ in the box when you have understood or done these things.

- What a resumé is for
- What to write in a resumé:
  - Personal information
  - Qualifications
  - Experience
  - Skills
  - Referees
- How to set out a resumé
- How to send a resumé

## Check your learning

Write your own resumé.

**Name:**

**Address:**

**Phone number:**

**Email:**

**Qualifications:**

**Experience:**

**Skills:**

**Referees:**

Name:

Position:

Phone:

Name:

Position:

Phone:

[Click to complete](#)

# Answers

## Answers to activities

### Activity 1

#### Answer to Question 1

Qualifications:

- Finished Certificate II in Retail in 2017

#### Answer to Question 2

Toby's experience:

- Babysitting
- Running a stall at a market

#### Answer to Question 3

Toby's skills:

- Speaks Spanish
- Good with children and people
- Good at selling things
- Plays the trumpet
- Fixes things around the house
- Makes things out of wood

### Activity 2

#### Answer to Question 1

Answers will vary. Here is an example:

Name: Jane Hanson

Phone number: 0555 666 777

Email address: jane.hanson@email.com.au

Postal address: 123 Greensville Grove, Greensville, VIC 1234

## Answer to Question 2

Answers will vary. Here is an example:

### Qualifications:

- 2017  
Greensville TAFE  
Certificate III in Retail Baking

### Experience:

- 2013–2016  
Greensville Bakery  
Part-time sales assistant. I served customers and put cakes on display.

### Skills:

- Cake decorating
- Serving customers
- Making displays of cakes

## Answers to check your learning

Your answer will be different because each person's resumé is different. Make sure you have filled out each section of the resumé. It is a good idea to have a friend or trainer check your resumé before you apply for a job.

Here is an example:

### Resumé

**Name:** Toby Rosco

**Address:** 2/42 Inca Street, Greensville, Victoria, 3478

**Telephone:** 9665 5444

**Email:** trosco@ink.com.au

### Qualifications:

- Certificate II in Retail (completed in 2017 at Little's School of Retail)
- Greensville Secondary College (completed year 10 in 2015)

**Experience:**

**Babysitting:** I regularly babysit a three-year-old child. I have been babysitting since 2015. For this job I have to be responsible and reliable. I also have to be caring and patient.

**Sales:** In 2016 I ran a successful stall at the local market each month. This experience taught me how to deal with customers. It also taught me how to handle money and work out change.

**Skills:**

- Working with children and caring for children
- Making sales
- Maths and working out change and discounts
- Victorian Driver's Licence
- Speaking Spanish
- Playing trumpet

**Referees:**

Name: Sally Porta (Parent of child I babysit)

Address: 56 Orange Drive, Greensville, Victoria 1234

Phone: 9555 8888

Name: Bill Repco (Stall manager)

Address: 12 Market Street, Greensville, Victoria 1234

Phone: 9888 5555