

BSBLED101

Plan skills development

Release 1

Learner guide

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Aspire Version 1.1

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BSBLED101 Plan skills development Release 1

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Before you begin

This learner guide is based on the unit of competency *BSBLED101 Plan skills development*, Release 1. Your trainer or training organisation must give you information about this unit of competency as part of your training program. You can access the unit of competency and assessment requirements at: www.training.gov.au.

How to work through this learner guide

This learner guide contains a number of features that will assist you in your learning. Your trainer will advise which parts of the learner guide you need to read, and which practice tasks and learning checkpoints you need to complete. The features of this learner guide are detailed in the following table.

Feature of the learner guide	How you can use each feature
Learning content	Read each topic in this learner guide. If you come across content that is confusing, make a note and discuss it with your trainer. Your trainer is in the best position to offer assistance. It is very important that you take on some of the responsibility for the learning you will undertake.
Examples and case studies	Examples of completed documents that may be used in a workplace are included in this learner guide. You can use these examples as models to help you complete practice tasks and learning checkpoints. Case studies highlight learning points and provide realistic examples of workplace situations.
Practice tasks	Practice tasks give you the opportunity to put your skills and knowledge into action. Your trainer will tell you which practice tasks to complete.

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Feature of the learner guide	How you can use each feature
Video clips	<p>Where QR codes appear, learners can use smartphones and other devices to access video clips relating to the content. For information about how to download a QR reader app or accessing video on your device, please visit our website: www.aspirelr.com.au/help</p> 
Summary	<p>Key learning points are provided at the end of each topic.</p>
Learning checkpoints	<p>There is a learning checkpoint at the end of each topic. Your trainer will tell you which learning checkpoints to complete. These checkpoints give you an opportunity to check your progress and apply the skills and knowledge you have learnt.</p>

Foundation skills

As you complete learning using this guide, you will be developing the foundation skills relevant for this unit. Foundation skills are the language, literacy and numeracy (LLN) skills and the employability skills required for participation in modern workplaces and contemporary life.

The following table outlines specific foundation skills noted for your learning in this learner guide.

Foundation skill area	Foundation skill description
Learning	<ul style="list-style-type: none">• Reflects on knowledge and experience required to broaden future skills development
Reading	<ul style="list-style-type: none">• Recognises and interprets textual information to determine requirements
Writing	<ul style="list-style-type: none">• Uses factual information and industry-related terminology to complete required workplace documentation
Oral communication	<ul style="list-style-type: none">• Uses everyday language and listens to short, specific advice to identify career options and personal work goals
Navigate the world of work	<ul style="list-style-type: none">• With assistance, identifies specific qualifications, experience and/or skills needed for current or desired work role• With encouragement, seeks feedback on self-assessment results from a trusted source
Interact with others	<ul style="list-style-type: none">• Begins to recognise how personal values and beliefs align with, or differ from others in specific work contexts• With encouragement, may ask questions to seek information or clarify instructions
Get the work done	<ul style="list-style-type: none">• Plans and implements routine tasks directly related to own requirements

What do you already know?

Use the following table to identify what you may already know. This may assist you to work out what to focus on in your learning.

Topic	Key outcome	Rate your confidence in each section
Topic 1 Find out about jobs and careers	1A Get information about different kinds of jobs	<input type="checkbox"/> Confident <input type="checkbox"/> Basic understanding <input type="checkbox"/> Not confident
	1B Work out your job goals	<input type="checkbox"/> Confident <input type="checkbox"/> Basic understanding <input type="checkbox"/> Not confident
	1C Ask other people for career advice	<input type="checkbox"/> Confident <input type="checkbox"/> Basic understanding <input type="checkbox"/> Not confident
	1D Work out what kind of person you are	<input type="checkbox"/> Confident <input type="checkbox"/> Basic understanding <input type="checkbox"/> Not confident
	1E Find out what skills are needed for a job and how to gain them	<input type="checkbox"/> Confident <input type="checkbox"/> Basic understanding <input type="checkbox"/> Not confident

Topic	Key outcome	Rate your confidence in each section
Topic 2 Conduct self-assessment of skills	2A Describe your experiences	<input type="checkbox"/> Confident <input type="checkbox"/> Basic understanding <input type="checkbox"/> Not confident
	2B List your skills	<input type="checkbox"/> Confident <input type="checkbox"/> Basic understanding <input type="checkbox"/> Not confident
	2C Discuss your skills	<input type="checkbox"/> Confident <input type="checkbox"/> Basic understanding <input type="checkbox"/> Not confident
	2D Work out what other skills you need	<input type="checkbox"/> Confident <input type="checkbox"/> Basic understanding <input type="checkbox"/> Not confident

Topic	Key outcome	Rate your confidence in each section
Topic 3 Prepare a portfolio of evidence	3A Find the evidence you need	<input type="checkbox"/> Confident <input type="checkbox"/> Basic understanding <input type="checkbox"/> Not confident
	3B Understand why you need evidence	<input type="checkbox"/> Confident <input type="checkbox"/> Basic understanding <input type="checkbox"/> Not confident
	3C Put a portfolio together	<input type="checkbox"/> Confident <input type="checkbox"/> Basic understanding <input type="checkbox"/> Not confident
	3D Prepare a résumé	<input type="checkbox"/> Confident <input type="checkbox"/> Basic understanding <input type="checkbox"/> Not confident

Topic 1

Find out about jobs and careers

What does work mean to you? Working today is not the same as it used to be. In the past, people often had one job all their lives. Now you might change jobs many times throughout your life. To choose a career or what work you want to do, you need to think carefully about the kind of person you are, the things you like doing and the things you don't like doing.

When searching for a job, you need to get as much advice as you can from people. You also need to do lots of research about the different types of jobs available.

In this topic you will learn how to:

- 1A Get information about different kinds of jobs
- 1B Work out your job goals
- 1C Ask other people for career advice
- 1D Work out what kind of person you are
- 1E Find out what skills are needed for a job and how to gain them

1A

Get information about different kinds of jobs

There are many ways to find out about the different types of jobs. Many people and businesses offer help and advice about careers and jobs.

Let's first find out about places that can help you collect information. You can visit some of these community job network organisations and employment services to explore the type of job you might like and the skills you might need. Ask your trainer to help you find some suitable places in your neighbourhood.

Many communities have organisations, such as Employment Plus, that:

- provide job advice
- offer training courses
- organise work experience.

Example: Nick Landis's search for a new job

For the past six months, Nick Landis has worked casually as a bicycle courier at Fast Track Couriers. The company is closing down, so Nick needs to look for another job. This time he wants something more permanent. He thinks he would like to do something different, perhaps a job where he doesn't have to work outside in bad weather.



Nick knows he has to think about his skills, then find a job he likes that fits his skills. He also knows that he will probably need to go to interviews. He knows he will have to prepare a résumé (pronounced res-u-may). A résumé is a document that lists a person's skills and education. All employers expect people applying for a job to have a résumé.

Nick decides to write down all the things he needs to do to find a job. This is what he comes up with:

- Prepare a résumé
- Decide on the kind of work I want to do
- Look for information about jobs
- Find people to help me

Nick isn't sure how to write a résumé. He thinks he will need help. He decides to re-write his list in the order they need to be done. Then he can work through the list one step at a time. He decides to start by going to places that have information about jobs.

Career planning and skill development

There are many places you can go to get information about career planning and skill development and people you can ask for help.

Places to get career planning assistance

- Community learning centres (councillors and advisors)
- Libraries
- The internet
- Your work supervisor
- Your workmates
- Your trainer
- Other students
- Careers advisor
- Friends and family and/or people they know
- Social club members

Centrelink

Centrelink is a government agency. It gives people information about employment, training, social security, health and family services. Centrelink offices have information about careers.

Example: How Nick finds a local organisation that can help him find information about jobs

Nick visited the nearby Centrelink office. He told them that he wants to find out about getting a job. A person at Centrelink advised him to visit the Parkwood Community Learning Centre. This is a local organisation that helps people with training and finding jobs. Nick visits the community learning centre the next day.

Other ways to find out information about jobs

Here are some other ways you find out information about jobs.

Newspapers

Many newspapers have an education and employment section. This gives information about jobs and careers. They often have articles about preparing for job interviews. Some advertisements for jobs list skills the employer requires.

The library

Libraries have books about careers and magazines specialising in specific industries. Libraries usually have copies of the Job Guide too. This publication is updated each year. It can help you when looking for jobs. The Job Guide:

- has descriptions of all types of jobs available in Australia
- describes the kind of person suited to each job
- lists the education and training needed for each job
- gives the names of people and associations who can give you more information.

The Job Guide is also available on the internet.

The internet

Can you access the internet at home or in your learning centre? As mentioned earlier in this chapter, you can find out all sorts of information about jobs on the internet. Some sites are:

- www.jobsearch.gov.au
- www.humanservices.gov.au (go to Job Seekers> Looking for work)
- www.jobguide.thegoodguides.com.au
- www.seek.com.au

Jobs, industries and businesses

An industry is a group of businesses that are all based on a particular thing. For example, the motor industry consists of many types of businesses that are to do with cars, such as making cars or car parts, selling new or second-hand cars, repairing cars, selling spares and accessories, making tyres, and selling and fitting tyres. Another industry is the retail industry, which consists of businesses that sell things to people. A used-car dealer is a business that is part of both the motor industry and the retail industry. The used-car business would have many different jobs within it, such as receptionist, sales staff, mechanics and cleaners.



You might know the actual type of job you would like, or you may know you are interested in a particular industry or business. It is a good idea to think about the types of industry or business where you would like to work.

Office work

You might want to work in an office. Most businesses have an office. In an office you can develop many skills that are useful in different jobs too. All offices have people who answer the telephone, open mail, write letters, photocopy documents, send out bills and greet visitors. You work with lots of different people. You can also learn how to plan tasks, use a computer and solve problems.



Many people begin their career in an office, often as an office assistant. When they have gained experience, they apply for administrative jobs with more responsibility and a higher rate of pay.

Types of work in an office

Working in an office doesn't always mean that you will be sitting down behind a desk all day. You might deliver mail, take messages, and use business equipment.

To work in an office you need a range of skills, including those shown here.

Communication

- Taking and passing on messages, answering the telephone, sending emails, writing letters, recording information

Planning

- └ Working out which tasks to do first, and organising your work

Technology

- └ Using a photocopier, fax machine, printer and computer

Choose a business

If you are thinking about working in an office, why not choose a business that interests you? Here are a few of the many types of businesses that you could work for.

Businesses that employ people include:

- transport company
- sports club
- printing firm
- record store
- factory
- mechanics workshop
- government office
- community organisation
- clothing store.

Types of businesses

The type of work you would do depends on the type of business you work for. If you work in a real estate office, you might help to prepare advertisements and flyers, file photographs and telephone clients.

Tasks you may do if you work for a building company may include:

- sending letters to clients
- filing building plans
- receiving payments from clients
- dealing with workers such as carpenters and plumbers.

Example: the businesses Nick is interested in working for

Nick isn't sure what industry he wants to work in. There are a lot to choose from. He decides to write down all the industries he can think of:

- Computers
- Real estate
- Sports store
- University and TAFE college
- Bank
- Insurance company

Nick looks over his list. He thinks there could be lots of good opportunities, but he decides he would be most interested in working in the computer industry.

Practice task 1

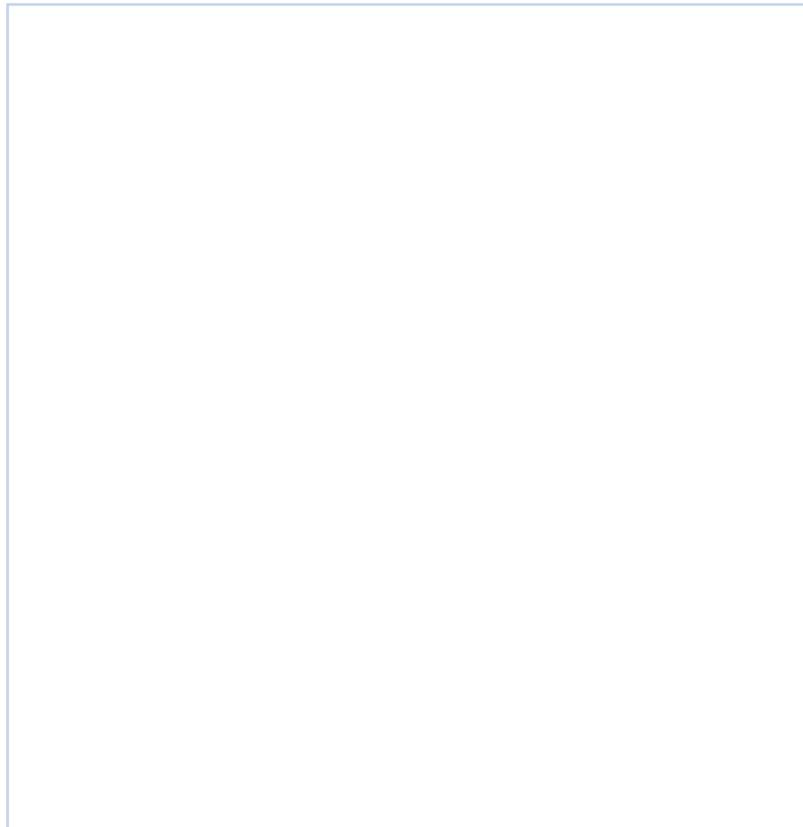
1. Find the address of the Centrelink office in your area. Think about how you could get to that office. Write down the address and the phone number. Keep it in your file.

2. Visit a Centrelink office or their website, if you have internet access. Collect some pamphlets or list some information on different kinds of jobs. It is a good idea to keep your notes and answers from any of the practice tasks.

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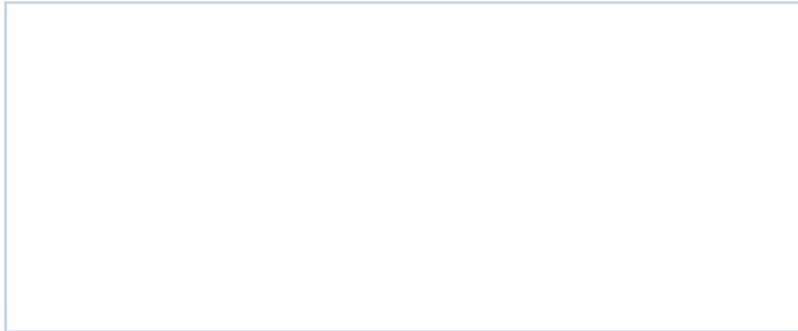
3. Look through a newspaper employment section, or visit a job-seeking website (such as www.seek.com.au). Cut out or save any job advertisements that interest you. Save at least four. There might also be some career articles that interest you.



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4. Visit your local library and ask the librarian to show you the jobs and careers section. Ask if there are any books on the types of jobs that interest you. You might want to borrow some. Make a list of books that would be helpful to you.



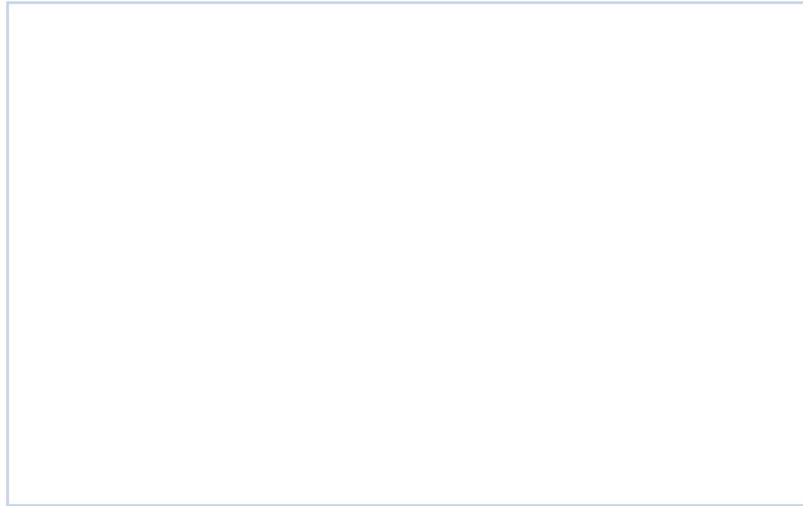
5. Visit at least one of the following websites:
 - www.jobsearch.gov.au
 - www.humanservices.gov.au (go to Job Seekers > Looking for work)
 - www.jobguide.thegoodguides.com.au
 - www.seek.com.au

If you are not used to using these sites, ask your trainer to help you.

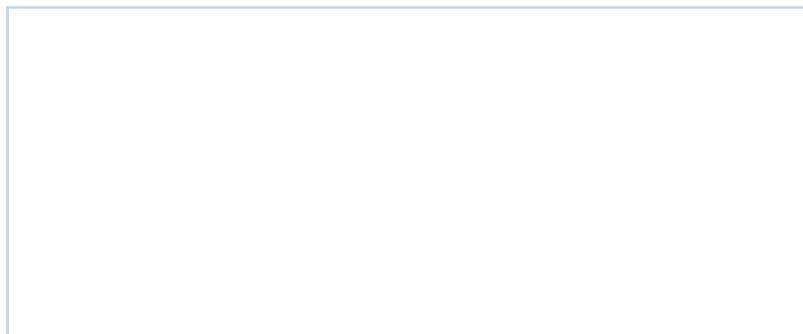
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Print out or copy down at least two jobs found on the internet. You will need them for the learning checkpoint at the end of this topic.



6. Do you already have some idea about the kind of job you would like to have? Have you already found out some information about that kind of job? If so, write down some notes about the job now. Keep the notes in your file.



1B Work out your job goals

It's important to have a work goal. This means that you think about the type of job you would like to have and when you would like to get it. If you already have a job, you may want to get a better position in that workplace or you may want to change your job.

Set yourself a goal. A goal is something you are aiming for. Think about what you want to be doing in one year's time. Your goal might just be to 'get a job'.

To help you reach your goal, it's a good idea to write a plan.

Things to list in your plan

- The kind of job or career you might be interested in
- Places and people that could help you
- Skills and work experiences you already have
- Skills or qualifications you would need to get for the job
- How you could get those skills or qualifications

What sort of work interests you?

There are many different types of jobs. It's important that you think about the things you want in a job. For example, a job might require many years of training. You might have to work at nights or at weekends. You might even have to move to another town.



Work can be full-time, part-time, casual, shift, or seasonal (for example, only during summer). Think about all these things when you are choosing a job and a career. For example, if you play sport you would probably prefer a job that had regular hours and free weekends.



Questions to find out your interests

These are just a few of the things to start thinking about. It's important to think about these things so you can find a job that suits you. Then, to get an even better idea of what job to look for, you need to think about what kind of person you are.

Things to consider

- Would you like a job where you learn something new?
- Is it important to have friendly workmates?
- Would you mind working during weekends?
- Would you mind travelling for an hour or more to work?
- Do you want regular work hours?
- Do you want a job straight away or would you be happy to study for a job first?
- Do you want to change the job that you have now?
- What would you like to be doing at the end of this year or in one year's time?

Practice task 2

Look at the questions in this table and write down brief answers to each question in the spaces provided.

Would you like a job where you learn something new?	
Is it important to have friendly workmates?	
Would you mind working on weekends?	
Would you mind travelling for an hour or more to work?	
Do you want regular work hours?	
Do you want a job straight away or would you be happy to study for a job first?	
Do you want to change the job that you have now?	
What would you like to be doing at the end of this year or in one year's time?	

1C

Ask other people for career advice

You have read about the places you can go to get information about jobs. Preparing for work is also easier if you have people to help you. The more people you talk to, the better your chances will be of finding someone to help. Choose people who have had experience in the workforce and who are easy to talk to.

Most people will be happy to help you. If you have a job, your supervisor might be able to tell you how you can improve your position, or they may help you to find out what other kind of work you could do.

Your trainer is also there to talk to and give you support.

You can ask questions about:

- different types of jobs
- what skills you need
- where to get information
- how to write a résumé.

Example: Nick finds people who can help him find information

Nick thinks of all the people who could help him in some way. He makes a list of these people. Next to their names he writes how they might be able to help. He knows he can also add to the list as he talks to more people and finds out more about jobs.



He types up a list with the following information:

- Centrelink careers officer: he can help me with job advice and where to go to get training.
- Mr Mitchell at Fast Track Couriers: he knows what I am like and what kind of worker I am.
- Ms Barenski at Sandalwood Secondary College: she knows my school results and what I'm like.
- Mr Hamilton at Benson's Motors: I did work experience there.
- Mr Sardi from next door: he works at Ajax Computers.

Practice task 3

Think of any jobs you have had – including part-time or voluntary. Think of any clubs or organisations you belong to, or your family, friends or neighbours who are working. Could any of these people give you help and advice?

1. Make a list of people who could possibly help you find out more about how to get a job.

2. Make a list of people who might be able to give you advice about the particular kinds of jobs that interest you.

3. Put these lists in your file.

1D Work out what kind of person you are

To help you work out the type of job you might like, you need to think about the things you enjoy. Think about what you do well. Think about the kind of person you are.



You will spend a lot of time at work, so if you can find a job that suits you and that you like, it will be a far more pleasant experience than if you get a job you do not like doing.

Example: Nick gets help from a learning centre

Nick visits the Parkwood Community Learning Centre and meets Karla. She will help him prepare for getting a job. At their first meeting, Karla explains a bit about how to get a job. One of the first questions she asks Nick is whether he knows what sort of job he wants. Nick tells her he wants to do something different to his courier job, but he is not sure what.



She asks him to think about the type of person he is. What does he like doing? What is he good at doing?

Nick needs some time to think about this. He decides that once he gets home he will jot down all the kinds of things he is good at and what kind of person he thinks he is.

What things do you do well?

The things you do well are generally the things you enjoy doing. The things you do also show the type of skills you have. For example, are you good at sport? Do you play a musical instrument?



Have you got a hobby such as collecting things, going to the movies with friends, playing computer games or drawing cartoons? Do you go camping, keep pets, work on cars or motorbikes, or belong to a club of some sort?

Likes and dislikes

Think about the things you don't like doing or are not very good at. If maths isn't your best subject, then you probably wouldn't want to be in a job where you have to work a lot with numbers.

The types of things you like can show whether you:

- are able to work in a team
- are well coordinated
- have a good imagination.

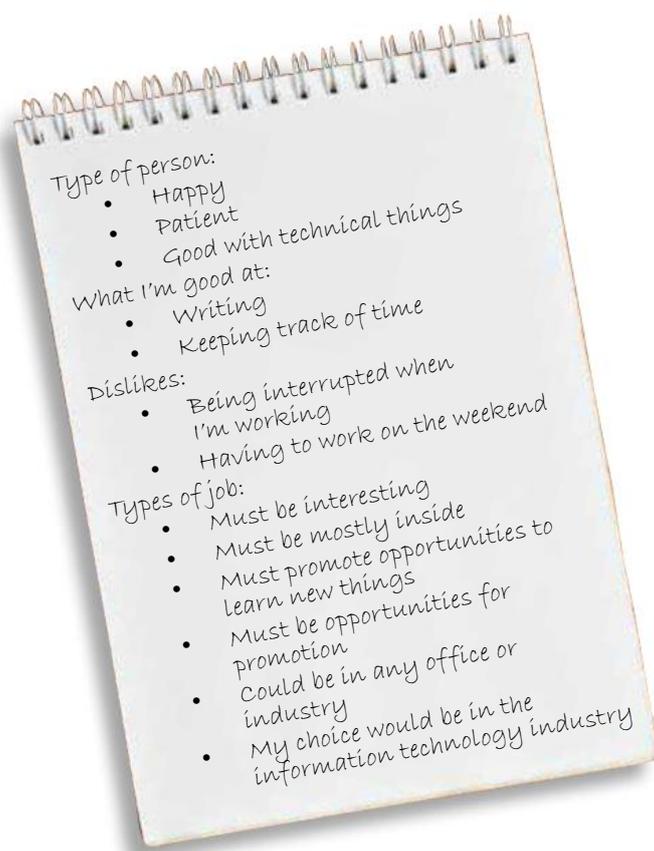
Example: Nick thinks about his personal qualities

In the previous example, Karla asked Nick what he liked doing and what he did not like doing.

Nick thinks about the questions Karla has asked. He knows that he would like a more permanent job than last time. He plays soccer on Saturdays so weekend work doesn't suit him. He has also decided he would prefer to work indoors.

He thinks about his personal qualities and the things he is good at. He is very friendly and likes talking to people. On the other hand, he doesn't mind working alone sometimes. He is happy spending a couple hours by himself on the computer at home.

Nick prepares a list of all the things he has thought about himself and the kind of job he is interested in. This is the list that Nick developed.



What your likes and dislikes show about you

You should now have an idea of a number of things about yourself and the type of work you would enjoy. Once you have decided that, then you will also need to find out what skills or qualifications are needed for that job.

You should know the following about yourself:

- The kind of person you are
- The things you like doing and the things you don't like doing
- Places and people that can help you
- The kind of job you might like to have

Example: Nick works with Karla to find out what sort of job he is best suited to

Nick still has no idea what he wants to do. He does know that he is very good at playing games on his computer. He likes sitting down all day and trying to increase his score. He likes talking to people but prefers to work more on his own. He looks again at the list he has completed.

Karla suggests that Nick might like to work in an office. Because Nick likes working with computers a lot, doing data entry might suit him. This means typing customer details into special lists, known as 'databases', on the computer.

This is an important job in an organisation. Nick thinks a data-entry position sounds interesting. But, what skills would he need?



Example: Nick undertakes research to see what a data entry job involves

Karla has suggested that Nick might enjoy a job doing data entry on a computer, because he has good computing skills. Together, Karla and Nick look up 'Data Processing Officer' in the Job Guide. It says that for this job you need to be able to:



- work quickly and accurately
- concentrate for long periods of time
- pay attention to detail
- work well with computers.

Nick thinks these skills sound just like him. Karla tells Nick that there are other types of skills needed in every job. These are called 'personal skills'.

Personal skills

When you are a new worker you may not have many skills. Employers will often give you training in those skills needed for a particular job. However, there are personal skills and qualities that all employers like you to have.

Personal skills that employers like

- Communication – speaking and writing clearly, and listening carefully
- Problem-solving
- Working well in a team
- Punctuality
- Honesty
- Being keen on your work
- Reliability
- Keeping certain work information confidential – not telling other people

Personal qualities

These qualities describe what you are like as a person. They affect the way people behave with others at work. For instance, a friendly and enthusiastic person is likely to work well in a team. The following explanations look more closely at these personal qualities.

Personal qualities

Looking more closely at these personal qualities.



Communicating well

When you have a job you must be able to speak clearly, pass on messages correctly and understand instructions. Being able to communicate well is an important skill. A workplace will not function well without good communication.



Solving problems

You need to be able to work out ways of fixing problems yourself. That is better than always going to your supervisor for help. People who can think of ways to solve problems are good team members.



Working well in a team

In most jobs you will have to work with different types of people. You need to be able to work well with everyone. Working well in a team means that you will help others when needed. You also should make helpful suggestions about work and complete your tasks on time.



Keeping things confidential

You should never reveal confidential information to anyone. This means not giving people private information about the organisation, customers and colleagues.



Punctuality

You must arrive at work on time every day. The employer pays you to work a certain number of hours. If you are late, you may not finish all your work. Other people might be waiting for you to arrive and they will be annoyed if you are not there. If you know you are often late, get yourself ready for work earlier.



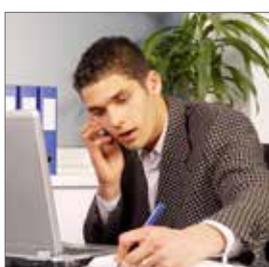
Honesty

Being honest is very important, especially if you are responsible for money. If you make a mistake, you should admit it. You can learn from your mistakes if you think about what went wrong and change the way you do things.



Enthusiasm

Everyone likes people who are happy and enjoy their work. Nobody likes people who complain all the time. Let your supervisor know that you are keen to learn new skills.



Reliability

Can people rely on you to do what you say you will do? For example, if you say you will telephone them, do you do it? If you say you will meet them at a certain time and place, are you there? If your supervisor asks you to complete a task, they need to know that you will do it on time.



Communicating well

When you have a job you must be able to speak clearly, pass on messages correctly and understand instructions. Being able to communicate well is an important skill. A workplace will not function well without good communication.



Solving problems

You need to be able to work out ways of fixing problems yourself. That is better than always going to your supervisor for help. People who can think of ways to solve problems are good team members.

Practice task 4

1. Think about the personal skills listed in this table. Do you have all of them? Are there some things you need to be better at? Write your thoughts in the table next to each skill.

Personal skills that employers like	Notes about yourself
Communication – speaking and writing clearly, and listening carefully	
Problem-solving	
Working well in a team	
Punctuality	
Honesty	
Being keen on your work	
Reliability	
Keeping certain work information confidential – not telling other people	

2. Think about yourself. What sort of personality do you have? Answer these questions.

- a) Are you a friendly person?

... continued

... continued

b) Do you like being around other people as much as possible?

c) Do you prefer to work quietly on your own?

d) Do you think you are well organised?

e) Are you always running late or always on time?

f) Are you patient or impatient?

3. Look at the advertisements or notes you have collected about jobs. Do they say what skills you need? If so, do you already have any of those skills? If not, what are the skills you do not have?

1E

Find out what skills are needed for a job and how to gain them

Later in this unit, you will work out what skills, experience and qualifications you already have. When you have done that, it will be clear what skills and knowledge you still need to gain to help you get the type of job you want.



Your trainer will discuss your list of missing skills with you. They will advise you about how you can gain the missing skills. This section explains some of the many different ways you can go about getting new skills.

Attend a formal training course

There are many courses available. Long courses take one, two or more years to complete. Some courses give you a qualification that is recognised all over Australia and even overseas.

Others, known as 'short courses', do not give you a qualification but show that you have learnt a certain skill. They are often good to have on your résumé. For example, you might like to learn a computer program or improve your skills in a computer program such as Microsoft Word or Adobe Photoshop. There are lots of courses available for learning skills to do office work. These include: communication, customer service, writing skills, office administration, marketing, computer technology and finance. Having extra skills improves your chances of getting a job.

Courses are run in many different places – you can find out about them on the internet or in special course catalogues as explained here.

Places that run courses

Courses are held at universities, public and private training colleges and local adult education centres.

Places that offer courses list them in a catalogue.

Information about courses is often listed on their website.

Example: Nick identifies a need for a formal course

With Karla's help, Nick finds out that he needs to learn Microsoft Excel.

Karla tells Nick about a course at the local college. It is a four-day course for beginners. At the end of the course everyone will receive a certificate to show they have attended and the skills they have gained.



Karla arranges for Nick to be enrolled in the course. She explains how he is eligible for help with the course fee from Centrelink.

Nick enjoys the course because he can ask the trainer questions every time he doesn't know something.

Nick keeps a file of the course notes so he can refer to them again if he forgets anything.

Watch how something is done

You can often learn skills quickly and easily by watching someone do something and then practising it yourself. Your trainer may run special sessions to demonstrate specific skills that are needed in all types of jobs. Examples might be answering the telephone, writing emails and letters, or using a photocopier. They may be able to arrange sessions for you at a nearby school or college.



One of the best ways to learn is to ask questions, so don't be afraid of asking questions when you are watching a demonstration. Always have a notebook handy so you can write down any tips you are shown.

Learn skills in the workplace

If you are already working, you may want to extend your skills in the workplace. You could ask your supervisor whether you can observe a colleague doing their work. Another way to learn more skills is to get work experience in a job area you are interested in. Your trainer should be able to arrange this for you.

Example: Karla gives Nick a few tips for going on work experience

Karla explains that if he is interested in work experience, she can arrange for Nick to do two weeks at a local business. Nick would have to be prepared to attend for the whole period. He would have to obey all the rules set down in the job. Nick thinks this sounds like a good idea.

Here are tips for going on work experience.

Learn about the organisation you are going to

- What type of work does it do?
- How many people does it employ?
- What kind of work do people do there?

What to wear

- Have two or three sets of clean clothes that are suitable for the kind of job you are doing.

Have some questions prepared for your supervisor

- What skills are needed?
- What types of jobs does the organisation offer?
- What are the working conditions like?

Find a mentor or coach

When you are in the workplace, an employer often pairs a new employee with an experienced staff member. This person acts as a mentor or coach.



A mentor is a person who has had lots of experience and is an expert in their area. You can ask your mentor questions about skills needed and how you can learn them.

A coach is someone who shows you how to do something and helps you to get better.

Practice task 5

Have you ever learnt how to do something by watching someone do it? Perhaps you learnt how to cook or sew, change a tyre on a car or bicycle, or play a game. Keep this in mind when answering the following questions.

1. Write down the skill that you learnt.

2. Describe why you thought watching someone else do something was a good way to learn the skill.

Summary

1. Centrelink, employment services, libraries, newspapers and the internet are all good places for finding information about jobs.
2. Your trainer, teachers, friends, family and people you have worked for can help you when you are looking for a job.
3. Set some goals for what kind of job you would like, when you would like it and ways of getting it.
4. To help you choose a job, look at what sort of person you are, what you like doing and what you do not like doing.
5. You should think about the skills required for the job. This includes the personal skills that employers expect of everyone.
6. Formal courses, observing someone performing a task, work experience, and getting a mentor or coach are all ways of gaining new skills.

Learning checkpoint 1 Find out about jobs and career

This learning checkpoint allows you to review your skills and knowledge in finding out about jobs and careers.

Part A

- Put an X next to all the places and people you can go to for help finding a job. Then think of other places and people that are not listed here. Put their names in the 'other' section.

Home	
Family members	
Community job networks	
Counsellors	
Advisors	
Neighbourhood	
Friends	
Neighbours	
Club members	
Study	
Your trainer	
Other students	
Careers advisor	
Work	
Your workmates	
Your supervisor	

... continued

... continued

Information	
Newspapers	
Internet	
Job guide	
Other	

2. Write a list of:

- the addresses and phone numbers of the people who could help you find a job
- the address and phone number of the nearest Centrelink office and any job network organisations in your area
- the names of the newspapers and books that could help you in your job search
- if you use a computer to search for information, the website of the internet job search site that you found easiest to use.

Part B

1. Think about the type of person you are. This will give you an idea of the kind of job that will suit you. Put an X in the boxes next to the sentences that sound like you.

I like talking with people.	
I enjoy helping people.	
I enjoy working with technology.	
I enjoy solving problems.	
I enjoy solving technical problems.	
I enjoy organising events.	
I like keeping my books and my files organised.	
I like to work in a busy environment.	
I like to work quietly by myself.	
I like to work with people.	
I like working on the computer.	
I like giving presentations (talking in public).	
I like meeting people.	

2. Make a list for yourself under each of the following headings:

- The type of person you are

- Things you like doing

- Things you do not like doing

- Things you are good at

- Things you are not good at

- The kinds of jobs you are interested in

3. After reviewing the list you made in Question 2, think about what kind of job would be good for you. What industry would you like the job to be in?

Part C

You may write your responses to this activity, or your trainer may discuss the activity with you.

1. Take the four job advertisements you cut out and the two you copied from the internet in practice task 1. Choose the one you would like the most. What is the job? What industry is it in?

2. Write down the skills you think you would need for the job. If you have no idea, try to find out now. Would you also need qualifications, such as certificates?

3. Ask your trainer what they think would be the best way to gain the skills for this job. Other people may also be able to give you advice. Write down what you find out.

4. Do you still want to have this job as your goal? Perhaps you found that this goal was unrealistic? Did it need a lot more study? Would the study cost too much money or take up more time than you want to spend? Look at the other jobs you are interested in. Make a choice now. Will you choose one that is easier to achieve or quicker to achieve? Write your decision about your job goal here.

Part D

Complete this table to create a career plan.

Career plan	
Type of job or careers you are interested in	
What skills you need for the jobs you are interested in	
What you would like to be doing in one years' time	
What you would like to be doing in five years' time	
Your work goal	

Topic 2

Conduct self-assessment of skills

Nearly every job requires you to have a range of practical skills and personal qualities. It doesn't matter if you are working for a council, real estate company, transport firm, garage, music store or a sports club. Every employer wants you to have these general abilities.

The practical skills include things such as computer skills, writing skills and the ability to use business equipment. The personal qualities include things such as the ability to work with other people, the ability to communicate well, the ability to think through a problem, being well organised and being reliable. So it is a good idea to gain a variety of skills that you can use in different jobs. You may already have some of these skills.

In this topic you will learn how to:

- 2A Describe your experiences
- 2B List your skills
- 2C Discuss your skills
- 2D Work out what other skills you need

2A Describe your experiences

Skills and experience can be gained from many different activities, not just from paid work. Think about all the different things you have done and the skills and experiences that you have gained from:

- family responsibilities
- hobbies, clubs and teams
- volunteer work
- courses you have studied
- work experience.



Family responsibilities

You may not think that you have gained any skills from your family. But you will have gained many. Think about the responsibilities you may have been given. Doing family tasks well can show that you are reliable, a good worker, a caring person and that you can plan and organise efficiently.

You might not be with a family now. You might be staying with flatmates. If so, you will be sharing tasks with them – cooking, buying food, cleaning and so on.

Tasks you may do at home could include:

- doing the shopping
- washing the car
- delivering messages
- answering the phone and taking messages
- picking up a family member from school
- babysitting
- cleaning the house

- helping plan holidays or parties
- doing the gardening
- looking after pets.

Hobbies, clubs and teams

Have you gained any skills from your hobbies? If you enjoy computer games you can develop good problem-solving skills. If you play a sport, you may have learnt teamwork and coordination skills. Being in a club helps you to be punctual, communicate well and to share ideas.

Volunteer work

Doing volunteer work means that you like to help other people. You have to be reliable, punctual, honest, efficient, and friendly. You need to be able to complete work by a given time. All of these are valuable qualities in the workplace.



You might have gained many skills from doing volunteer work. Think about any type of work you have done in the community. Volunteer work can help you learn how an organisation works, how to organise people to get a job done, how to plan your work and how to do things quickly.

Think about any type of work you have done in the community:

- Have you collected for a charity, such as the Salvation Army or the Red Cross?
- Have you delivered pamphlets for a charity organisation?
- Have you helped to raise money for a fun run or a spell-a-thon, or sold raffle tickets?
- Have you helped clean up a local park?

You might have gained many skills from doing volunteer work.

Courses

Since leaving school, have you ever completed a unit of study? Perhaps you learnt useful work skills by completing a short course or workshop at a local community centre. If so, think about the program and the skills you gained. Did you gain a certificate from the course?



School-based work experience

Having experience in the workplace shows that you can take responsibility and work with other people.

If you have been on a work experience program with your school, think about the tasks you had to do. Did you have to contribute ideas, talk to senior staff, and or with a team?

Think about the responsibilities you were given, such as those shown here.

During your work experience, did you have to:

- follow instructions
- serve customers
- learn to answer the telephone
- distribute mail
- relay messages
- use a photocopier
- help with a mailout?

Workplace experience

Work experience may not have been done through a school program. You may have had full-time, part-time or casual jobs, such as delivering newspapers for your local newsagent, doing a letterbox drop for a company, or working in a shop or a fast-food business. You may even have helped out in your family's business.

The skills you will have learnt by doing work experience include:

- Communication skills – speaking, listening and writing
- Technology skills – telephone, computer or other office machines
- Problem-solving skills – deciding what to do if a problem occurs

Skills from social experiences

In your family, clubs, teams or any workplaces you have been in, have you had any special responsibility or leadership roles? For example, have you been a team leader, sports captain, secretary, party organiser or letter writer? An employer will be very interested in any responsibilities or leadership roles you have had.



Example: skills learnt from social experiences and work experience

Nick thinks about all the different things he has done. Here are some of the things he thinks of.

Courier	In his job as a courier, he had to respect confidentiality, read maps, be polite to customers, and be punctual, reliable, and friendly.
School	At school he volunteered to distribute and sell raffle tickets for his school's annual fundraising activity.
Sports club	He belongs to the Sandalwood Soccer Club and plays in the Under 20s team. He also helps coach the Under 13s soccer team. This is a volunteer position.
School work experience	When he was at Sandalwood Secondary College he went on work experience for two weeks at a local garage. His job was to distribute the mail, copy names into a database and collect telephone messages before placing them in the workers' pigeonholes.

Practice task 6

1. Think about any tasks you do for the family or with flatmates. Write down the skills you have learnt by doing them. There may be practical skills, such as knowing what type of products to use for cleaning things, or knowing how much money you can spend. There may be personal skills, such as being reliable.

2. List any teams you have played in and any clubs you have belonged to. Think about how you had to work or play cooperatively with other people in the club or team.

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3. Do you have any hobbies? If so, have you learnt skills such as being organised or researching to find out more about your hobby?

4. List any courses you have done and any certificates you have gained. Can you find copies of these? Have you kept them safely somewhere?

5. If you have had any work experience, list the tasks you had to complete. Then list the skills you learnt.

2B List your skills

Now that you have thought about the different experiences in your life you may be surprised to find that you have already gained a lot of skills. Don't be nervous about telling your trainer all the things you can do, even if you think some of your skills don't relate to a job. Your trainer is the best person to advise you.



You need to be able to work out the skills you have. If you do this, you can see what you already know and what you have to learn.

Types of skills you may have

All of the things previously listed show that you have gained skills through doing different tasks.

Here are some ideas about the kinds of skills you might have that you can use in the workplace.

Word skills

Do you read a lot? Do you send a lot of emails to friends? Do you help younger children with their homework? Do you like doing crossword puzzles? Do you enjoy discussing ideas with your friends or talking on the telephone? Do you often text your friends?

Creative skills

└ Do you like drawing? Do you sew? Do you have an interest in photography?

Number skills

└ Are you good at saving money? Can you work out your expenses or the expenses for your family or flatmates? Do you like number puzzles?

Manual (hands-on) skills

└ Do you like building things? Do you enjoy painting the house or a room? Do you like fixing up your bicycle or car?

Caring skills

└ Have you looked after children or elderly people? Do you have a pet to care for? Are you concerned about the problems of other people?

Skills from life experiences

In addition to the skills you have gained skills through doing tasks, you should think about what you have learned through life experiences. Then you should be ready to make a list of all your skills and knowledge.



Skills from life experiences could include:

- the experiences you have had
- the skills you learnt through those experiences.

Example: Karla helps Nick to list his skills and knowledge

Karla helps Nick to write a list of the skills and knowledge he has gained from his experiences. This is Nick's list.

Practical skills	<ul style="list-style-type: none"> Use a computer Distribute the mail Deliver messages Handle money Read a map
Personal skills and qualities	<ul style="list-style-type: none"> Listening skills Speaking skills Team work skills Honesty Good organisation Punctuality Reliability Enthusiasm Friendliness Willingness to learn
Academic results	Sandalwood Secondary College Year 11 Certificate

Practice task 7

Make a list of the skills and knowledge you have gained from your experiences. Use this table to list your information. Keep this list, as you will need it for Practice task 8.

Practical skills	
Personal skills and qualities	
Academic results	

2C

Discuss your skills

It is very hard to work out how good you are at doing something. Some people exaggerate their skills. Other people are shy in saying they are good at something. That is why it is good to discuss your skills with your trainer. Your trainer will help you to understand which of your skills are useful. They can tell you whether they think your skills are good enough for a particular job.



It is important to ask someone how good they think you are at certain tasks. Your trainer can look at your work and can talk to you about your experiences. They can assess your knowledge.

Practice task 8

Retrieve the list you created for Practice task 7, and use your answers to respond to the questions that follow.

1. How did you learn the practical skills you listed?

2. How can you show that you have the personal skills you listed?

3. Provide some information about your experiences at school.

2D Work out what other skills you need

Now you should have some idea of the skills you already have. But, are they all you need? That will depend on the kind of job you want. However, there are certain kinds of skills that all jobs require.

Here are a range of skills, knowledge and personal qualities you will need to work in many jobs, including in an office.

General (practical) skills

- Use a computer
- Write letters
- Answer the telephone
- Take messages
- Use business equipment

Personal skills

- Work well with people
- Able to solve problems
- Good communication skills

Personal qualities

- Honest
- Friendly
- Well organised
- Cooperative
- Sense of humour

Assess your skills

The skills you have just read about are required for every job. They are practical and personal skills and qualities. You should now have some idea of whether you have those skills or not. Of course, for different jobs there are other skills too. Many of these are taught when you are on the job. Some people learn their skills on the job and at the same time attend a training centre. Apprentices, such as bricklayers, chefs, hairdressers and mechanics, learn in this way.

Skills development

Once you have decided that you would like to work at a particular job or in a specific workplace, you will need to find out what skills are required to do the work you have in mind. You may already have many of the skills required, or you may need to develop some new ones.

If you plan your desired career by carefully analysing what skills and knowledge are required for the job you want to get, you will be able to identify where the gaps are in your skill set.

Without identifying the gaps and getting the required skills, you will not be able to get the jobs you really want. So it is very important that you plan your career and also plan how you will get all the skills you need.

Skills you need

How can you gain the skills you do not have? The course you are doing now is one way you can improve your skills and knowledge and gain a formal qualification. Ask your trainer about the sorts of things you can do after this course.

Remember that some of the main ways to gain new skills are:

- attending a training course
- watching someone perform a job
- doing work experience
- finding a mentor or coach.

Practice task 9

1. Look at the skills listed in this table.
 - Put a Y by the skills you think you have.
 - Put an N by the skills you do not have.
 - Look at the ones you have placed a Y next to again. Put a question mark if you think you still need to improve those skills.

General (practical) skills	
Use a computer	
Write letters	
Answer the telephone	
Take messages	
Use business equipment	
Personal skills	
Work well with people	
Able to solve problems	
Good communication skills	
Personal qualities	
Honest	
Friendly	
Well organised	
Cooperative	
Sense of humour	

... continued

... continued

2. Using a newspaper or a job-seeking website, collect or save the advertisements for jobs you might like to do. You may use a job advertisement you collected in Learning Checkpoint 1. If you don't still have these, find one new advertisement for this task. Write down the following information about the job description you have chosen:

a) The name of the job

b) Whether the job requires qualifications and if so, what is needed (for example, a certificate in something)

c) Where you could gain the qualification and how long it would take

d) What practical skills would be needed for the job

e) What personal skills and qualities would be needed for the job

... continued

... continued

f) How long it would take to learn the job

g) Whether you need experience for the job

Summary

1. The experiences you have at home, at school, in a sports team, in a club, in the community and by doing hobbies all help you to gain useful skills.
2. You should be aware of what skills you already have.
3. All jobs require practical and personal skills.
4. You should understand what practical and personal skills you need to gain.
5. You will also need to find out what special skills a job requires.

Learning checkpoint 2

Conduct self-assessment of skills

This learning checkpoint allows you to review your skills and knowledge in conducting a self-assessment of skills.

Part A

1. Write down any work experiences you have had. Include any work experience programs and casual, part-time and full-time work that you have done. Next to each job, write what your tasks and responsibilities were.

2. Have you ever done any volunteer work or worked in your local community? If so, write down what your tasks and responsibilities were.

3. List any courses you have done and the date you completed them. Include certificate courses, short courses, workshops and seminars. For each course, list the following information:
- Name of course
 - Name of certificate (if appropriate)
 - Year of study
 - Name of college/training organisation
 - The skills you gained on the courses

4. Write down any responsibilities you have had at home, in sports teams, at clubs, youth groups, religious organisations and so on. List the skills you gained through those responsibilities.

Part B

1. Read the skills listed in the following table. They are all skills that you can use in lots of different jobs. Place an X in the column that applies to you.

Skills		I can do this	I need to improve this
1	I speak clearly so people understand me.		
2	I listen when other people are talking to me.		
3	I plan my work and I am well organised.		
4	I can work on my own without any help.		
5	I am a good team member and I cooperate with other team members.		
6	I can mix well with people of different ages, gender and race.		
7	I can use the computer for writing and sending emails.		
8	I can use the internet to look up information.		
9	I can think of solutions to problems.		
10	I can think of interesting ways to overcome difficulties.		
11	I enjoy learning new skills.		

2. Write down the skills and knowledge you have that are not on the above list. These might have been gained from all the things you have done in your life so far. For example, ‘I am used to looking after money: in my basketball club, I had to collect the players’ fees on training nights.’

3. Here is a list of personal qualities. Place an X the box if you have the quality. Then give an example to show how you have these qualities.

Quality	Example	
Punctuality		
Honesty		
Enthusiasm		
Reliability		

4. Think of some other personal qualities you have that an employer might like. List them and give an example to show how you have these qualities.

Part C

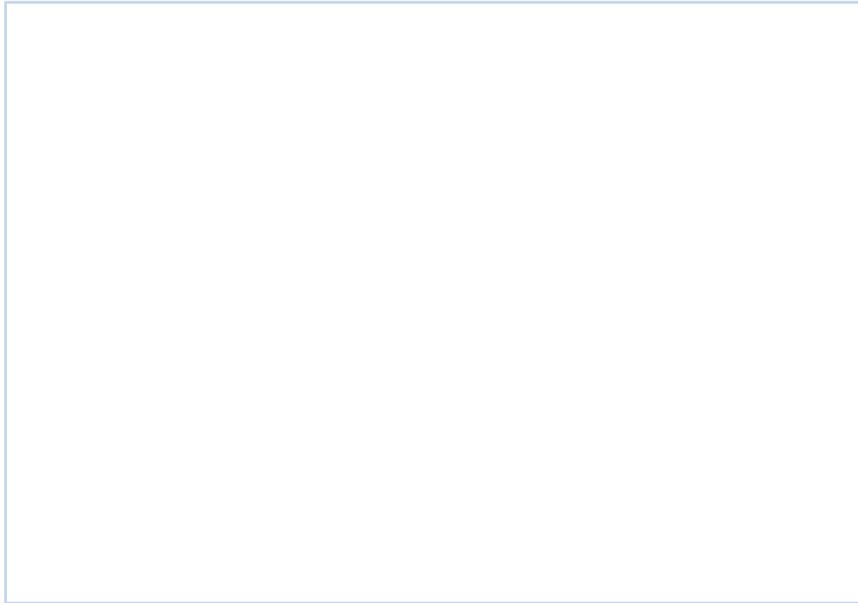
1. In the following table, read the list of skills and knowledge you should have. Put an X in the column 'I can do this now' if you have learnt this skill, or, put an X in the next column if you feel you need more practice.

Skills and knowledge	I can do this now	I need more practice at this
Know where to go for career and job advice		
Find out about a job you would like		
Plan personal goals		
Assess your skills		
Know what to do to gain further skills		

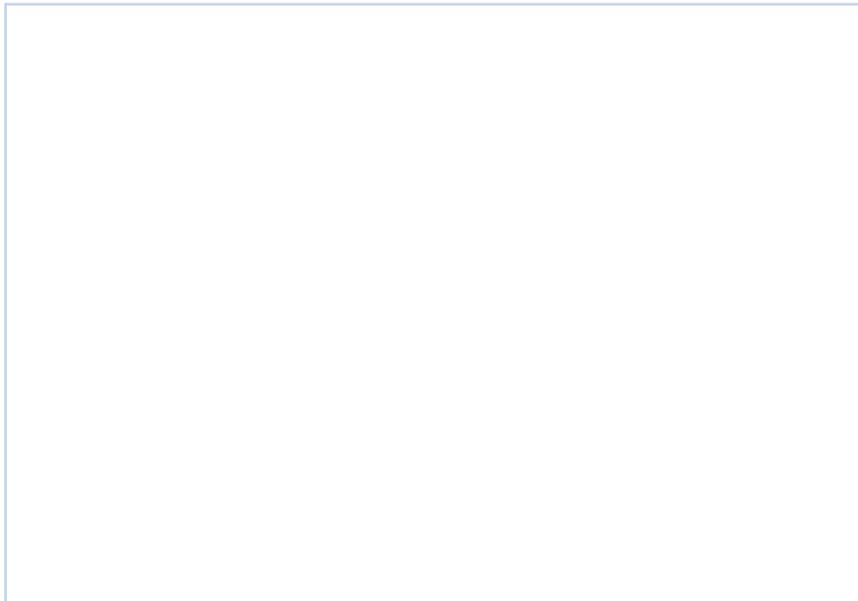
2. Thinking about your answers in the table from the last question, explain why you think you have certain skills, or don't have some skills. Discuss the table with your trainer. Talk about all the things listed on the table. Does your trainer agree with your answers? Ask your trainer to help you work out whether you have other skills that you have not thought of. Ask your trainer whether you have left out any skills you need to gain.

Part D

1. Think about a job you would like to do. List the skills that would be needed for that job. What skills are you missing?



2. List some of the ways that you and your trainer have discussed for learning the skills you need. List the names of possible courses or sessions that could teach you these skills.



Topic 3

Prepare a portfolio of evidence

In preparing for a job you need to gather together some details about yourself, your skills and your experience. You gather evidence. The documents that prove what you are saying is true is evidence of your skills. It is a good idea to gather all the evidence into a portfolio. A portfolio is simply a collection of information about you. It is information about the things you have done and the skills you have learnt in many situations.

When you apply for a job you will have to provide a *résumé* to the employer. A *résumé* is a list of your personal details, your qualifications, your experiences and your skills. The portfolio will help you to write the *résumé*.

In this topic you will learn how to:

- 3A Find the evidence you need
- 3B Understand why you need evidence
- 3C Put a portfolio together
- 3D Prepare a *résumé*

3A

Find the evidence you need

You need to collect any documents that show what you have done and where you have learnt your skills. You can even include photographs that show your activities.

The documents you can use for evidence could include the following:

- Names of courses you have attended – you might have checklists signed by the trainer to prove you have learnt skills or gained knowledge
- Certificates you have gained at school, college or other learning centres – these are called ‘academic results’
- Certificates from your interests – music grades, lifesaving certificates, swimming certificates, drama or cooking classes, cycling or running events
- References, work reports or assessments from a work experience employer, or the organisers of any voluntary work that you have done
- Membership cards or certificates from clubs
- A summary of the skills and qualities that you have learnt by taking part in all the activities listed above – this is something you write yourself

Choose which documents show to an employer

You may wonder why some of these details would be interesting to an employer. They may show that you have determination or enthusiasm or that you are able to concentrate for long periods.

For example, if you have a music grade it shows that you have studied and worked hard at your interest for a long time. It shows the ability to stick to a difficult task and to improve your skill. If you are in a music group, such as a band, it shows that you have learnt teamwork skills.

If you have a lifesaving certificate it shows that you are physically fit, willing to help others and reliable.

The way you spend your spare time can show what sort of person you are and will interest an employer.



Example: how Nick considered the evidence he could use for his portfolio

Nick has thought about what evidence he has which he could use in his portfolio. He has jotted down all he can think of in a list. He is pleased to find that he has more than he first expected.

Category	Evidence
Academic	The certificate to show he has completed Year 11 at Sandalwood Secondary College, with passes in English, maths, science, information technology and geography
Training sessions and courses	A certificate to show that he has completed a four-day course in Microsoft Excel at Sandalwood College
Work experience	A reference from Fast Track Couriers describing what he does and how well he does it A letter from Parkwood Newsagency outlining his role and responsibilities for delivering newspapers His employer's report from his two weeks at Benson's Motors, showing the tasks he did, the skills he gained and a statement about his personal qualities
Volunteer work	A reference from his soccer coach to provide evidence that he helps coach the Under-13s team A certificate of thanks from Sandalwood Secondary College when he distributed and sold raffle tickets for a college fundraising program
Personal interests and experiences	Member of Sandalwood Soccer Club A newspaper article and photograph showing Nick at a computer trade fair in the school holidays

Practice task 10

Use this table to list the evidence you will gather for your portfolio.

Category	Evidence
Academic	
Training sessions and courses	
Work experience	
Volunteer work	
Personal interests and experiences	

3B

Understand why you need evidence

Your portfolio is the collection of all your evidence. You need to keep your collection in a useful way. You could use a file with different sections, or you could use a plastic folder that has see-through plastic envelopes inside. There are many different kinds of folders. You can buy them at newsagents or stationery stores.



The importance of a portfolio

The evidence collected in your portfolio is valuable. It will help you to write a résumé when applying for a job. Sometimes an employer will like to look at your portfolio, though usually the employer will just want a résumé. They are often too busy to look at your portfolio. Your résumé is a summary of what you have in your portfolio.

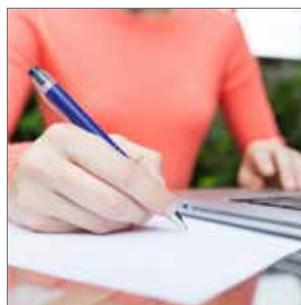
When you want to apply for a job, first think about the skills the employer might want. Then, look through your portfolio to see whether you have anything there that matches those skills.

A portfolio may contain the following:

- Documents to prove you have existing skills and knowledge
- An idea of your strengths and an idea of you as a person
- Evidence that you have lots of personal qualities and skills suitable for a workplace

Provide relevant information to employers

Imagine you want to apply for a job that needs people who are very fit. Do you have proof that you work out in a gym every day, or go running with a club each Saturday, or belong to a surf lifesaving team? Those would be useful evidence to use from your portfolio.



Perhaps you want a job in an office. You may already have good computer skills. You might have proof that you write letters for your youth club or collect the annual fees from club members. Those would be good evidence to use from your portfolio.

Practice task 11

1. What things does a portfolio contain?

2. Explain why a portfolio is useful when applying for a job.

3C

Put a portfolio together

You need to organise your portfolio into sections so that everything is easy to find. You may find that you need more categories than shown here. It will depend on what sort of evidence you have. If you do not have evidence in all of these categories, don't worry.

The categories that could be used to organise a portfolio include:

- academic
- training sessions and courses
- work experience
- volunteer work
- personal interests and experience.

Ways to create your portfolio

Most people will create a portfolio of their skills and experience either on a computer or in a folder. Portfolios that are put together using a computer have the benefit of being able to be quickly updated and printed whenever they are needed.



However, portfolios that are put together in a manual folder are also very popular. The reason for this is that it is easy to use plastic sleeves to insert documents and evidence. Any new information can be quickly and easily added in the correct places, and it is not necessary to print the portfolio each time it is required.

Get help from others

You may need to contact people for help. For example, if you worked in a part-time or casual job you may not have any proof of that. You may need to go back and ask the supervisor or employer for a letter to prove you did that work.

You might have to think carefully about the kind of proof you need to show you have certain hobbies. Your proof could include photographs, club newsletters or letters thanking you for your work in a club.



Practice task 12

Collect your evidence for your portfolio. You may have kept certificates, letters and other details in a safe place. If you haven't, it may take you a while to collect these things. You may even need to contact other people for help.

Sort your documents into piles. Think about how you will organise your portfolio and come up with categories you can fit your documents into. Write down the names of these categories.

3D Prepare a résumé

Most organisations expect you to have a résumé when you apply for a job. A résumé is a document that lists your qualifications, experience and skills. It helps employers decide if you are suitable for a job.

There are many different ways of setting out a résumé, but all résumés should include the items shown here.

Name

└ Your name

Contact details

└ Your contact details – address, phone numbers and email address

Qualifications

└ Educational (academic) qualifications – if you are still studying but haven't yet finished the course you should give details

Work experience

└ Work experience – listed in date order, with the most recent experience first

Personal qualities

└ A list of your skills and personal qualities

Interests

Your interests

Referees

A list of referees – people who will recommend you for the job (you must ask their permission before you put their names on your résumé). The referees may be teachers, sports coaches, work supervisors, trainers or people who know you very well through some organisation or club.

Set out your résumé

Your résumé must be neat and easy to understand. Use clear headings. Don't use fancy fonts in your typing. Always check the spelling. Remember to use Australian spelling.

You need to write a new résumé every time you apply for a job. That is because you should see what kinds of skills or experience the employer wants for that job. Then you choose things from your portfolio to match the job being advertised.

For example, if you are applying for an office job you would find anything in your portfolio that shows you have computer skills, good communication (speaking and listening) skills, writing skills and teamwork skills. All these are needed in an office.



Example: Nick begins to prepare his résumé

With Karla's help, Nick is now ready to prepare his résumé. Using the information he has collected, this is what his résumé looks like.

Résumé	
Name:	Nick Landis
Address:	54 Carlton Road PARKWOOD VIC 3000
Telephone:	(03) 5555 0909
Email:	nickl@gomail.com.au
Education:	2002: Short course in Microsoft Excel 2001: Completed Year 11 at Sandalwood Secondary College
Work experience:	<ul style="list-style-type: none">• Six months as a bicycle courier for Fast Track Couriers• Delivering newspapers for Parkwood newsagency• Two weeks of work experience at Benson's Motors
Skills:	<ul style="list-style-type: none">• Computer skills including word processing using Microsoft Word for Windows 2003, database entry using Microsoft Access• Internet skills, including researching and sending emails• Following instructions• Taking and delivering messages• Handling money

... continued

... continued

Personal qualities:	<ul style="list-style-type: none"> • Punctual • Reliable • Well organised • Enthusiastic • Honest • Friendly • Willing to learn 				
Other activities:	<p>Assisted with college fundraising</p> <p>Belong to a soccer club</p> <p>Assistant coach of Under-13s soccer team</p>				
Referees:	<table border="0" style="width: 100%;"> <tr> <td style="width: 50%; vertical-align: top;"> <p>Mr David Mitchell Manager, Fast Track Couriers 34 Ferguson Street TRENTOWN VIC 3004</p> </td> <td style="width: 50%; vertical-align: top;"> <p>Mr Daryl Rogers Coach of Parkwood Soccer Team 7 Noble Road SANDALWOOD VIC 3019</p> </td> </tr> <tr> <td colspan="2" style="vertical-align: top;"> <p>Mr Phil Hamilton Benson's Motors 121 Mercer Highway SANDALWOOD VIC 3019</p> </td> </tr> </table>	<p>Mr David Mitchell Manager, Fast Track Couriers 34 Ferguson Street TRENTOWN VIC 3004</p>	<p>Mr Daryl Rogers Coach of Parkwood Soccer Team 7 Noble Road SANDALWOOD VIC 3019</p>	<p>Mr Phil Hamilton Benson's Motors 121 Mercer Highway SANDALWOOD VIC 3019</p>	
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<p>Mr Phil Hamilton Benson's Motors 121 Mercer Highway SANDALWOOD VIC 3019</p>					

Practice task 13

Use this table to prepare a draft résumé. Use the information you have collected in this unit.

Ask your trainer to help you and to check your draft.

My draft résumé	
Name:	
Address:	
Telephone:	
Email:	
Education:	

... continued

... continued

Work experience:	
Skills:	
Personal qualities:	

... continued

... continued

Other activities:	
Referees:	

Summary

1. A portfolio is a collection of evidence about your experiences and skills.
2. The evidence can include details about study results, work experience, hobbies, clubs, teams and family responsibilities.
3. The portfolio needs to be well organised.
4. The portfolio can help you to write a résumé when you apply for a job.
5. A résumé should include your name, address, phone numbers, email address, education qualifications, employment experience, courses taken, interests and hobbies and a summary of your skills.

Learning checkpoint 3

Prepare portfolio of evidence

This learning checkpoint allows you to review your skills and knowledge in preparing a portfolio of evidence.

Part A

Think about the kinds of evidence you have collected for your portfolio.

1. Explain how you think the evidence shows your skills and qualities.

2. Explain how you think the evidence shows your skills and qualities.

3. Discuss the skills that you need to learn or improve.

4. Discuss the personal qualities that you think you need to improve. For example, do you need to be more patient, get on better with people or prove you are more reliable?

5. Explain why having a portfolio of evidence can help you to get a job.

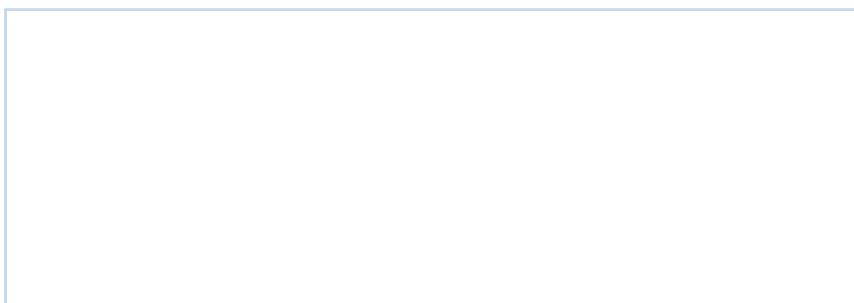
Part B

You began to collect your evidence earlier on. Now it is time to put it all together in the file or folder you have chosen to use for your portfolio. Make sure you have sorted your documents into useful categories.

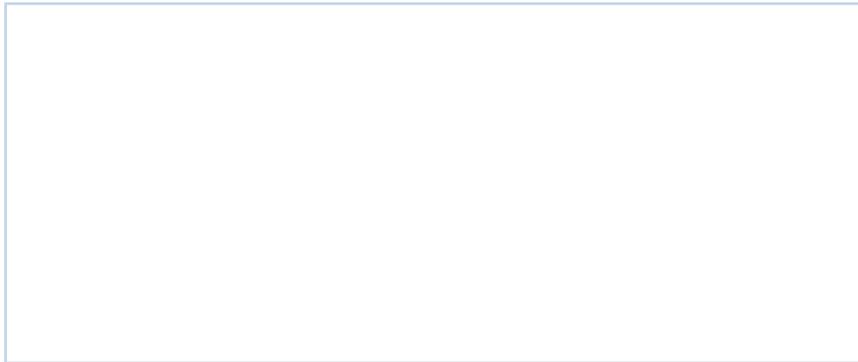
Check whether there is any evidence you still need to collect. If so, do that before you are asked to do your final assessment.

Part C

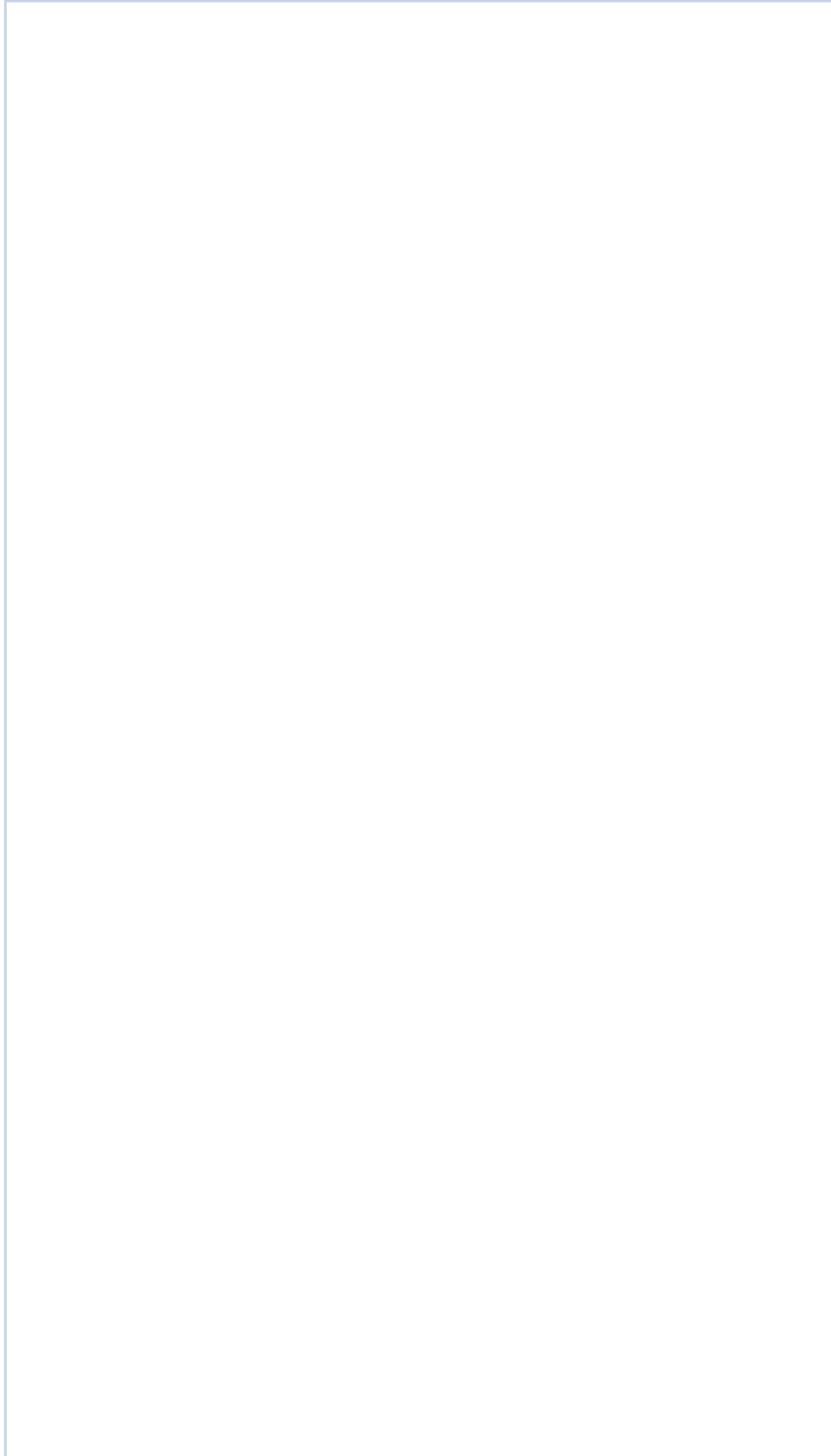
1. Choose one of the job advertisements that you collected as you worked through this unit. If you do not have a job advertisement saved, look for another one that is interesting and relevant to you. Write down the kinds of skills listed in the advertisement. If there are no skills listed, ask your trainer what skills would be needed for the job.



2. Take the draft résumé you prepared for Practice task 13. If you did not complete this task, create a draft résumé now. Does that résumé match the job you have chosen? Are there some things you would need to add to the résumé? Are there some things that you need to delete from the résumé? Discuss this with your trainer.



3. Finalise your résumé. Make sure there are no mistakes. Check it for spelling and be sure that it is neat and easy to read.

A large, empty rectangular box with a thin blue border, intended for the student to write their résumé. The box is positioned centrally on the page below the instruction.