



Job Application Skills, Tips, & Strategies Handbook

RTO 22302 | CRICOS 03217C | V1.0 | 092025



PREFACE



This handbook is designed to support you on your job application journey in Australia. It provides simple tips and step-by-step strategies to help you prepare your resume, write a cover letter, and get ready for an interview. We know that looking for work can feel challenging, especially if English is not your first language or if this is your first time applying for jobs in Australia.

Inside, you will find practical examples, useful phrases, and clear advice to build your confidence.

Remember: every application is a learning experience. Stay positive, keep trying, and ask for help when you need it. We hope this handbook will give you the tools to move forward and achieve success in your job search.

CONTENTS

	Pg.No.
Preface	2
1. Know Yourself	4
• Ask Yourself:	4
• How would I describe myself?	4
• What are my hobbies and interests?	4
• What languages do I speak?	4
• What are my skills and talents?	4
2. Australian Culture	5
• Small Talk	5
• Be Proactive and Engaging	5
• Respect Diversity	5
• Workplace Etiquette	5
3. Finding Jobs	6
• Online Job Websites	6
• Walking Around (Very Common for Students)	6
• Friends and Referrals	6
• Help from Central Australian College	6
• Community and Social Media	7
• Voluntary Work (Volunteering)	7
• ⚠ Be Careful of Job Scams	7
4. Applying for Jobs	8
• Resume (CV)	8
• Cover Letter (Short Note)	9
• Documents You May Need	10
• Helpful Reminders	10
5. Interview Tips	11
• Before the Interview	11
• Common Interview Questions	11
• How to Answer	11
• During the Interview	11
• After the Interview	11
• Types of Interviews	11
• Think of Your Value	12
• Attitude is Very Important	12
• After Interview	12
7. Useful Phrases (Survival English)	13
8. Useful Resources	13

1. KNOW YOURSELF

Know Yourself, Know the Company; Do you Best, Beat the Rest!

Before you look for a job, it is important to understand yourself well. Knowing your skills, experiences, and interests will help you choose jobs that suit you best and prepare for interviews with confidence.

Ask Yourself:

- What can I do? (e.g., cleaning, cooking, customer service, teamwork, administration, IT support, childcare, gardening, professional skills from your home country)
- What experience do I have? (e.g., café helper, receptionist, engineer, volunteer work, office assistant)
- What languages can I speak? (English + your home language are both useful)
- What are my strong points? (e.g., hardworking, reliable, friendly, fast learner)



How would I describe myself?

Think about how you want to introduce yourself. This helps you write your resume, cover letter, and even answer interview questions. For example, you can ask yourself:

- How do I want people to address me? (e.g., my English name, my full name)
- Where do I come from?
- What is my education background? Do I have any qualifications?
- Do I have volunteer or part-time experience?
- What is my first language?



What are my hobbies and interests?

Working in an area you enjoy is very different from working in something you don't like. If you can find a job that matches your hobby or interest, you will enjoy your work more and feel motivated. For example:

- If you like cooking → kitchen hand or café jobs may suit you.
- If you like talking to people → customer service or shop assistant jobs may suit you.

What languages do I speak?

Australia is a multicultural country. Many employers value workers who can speak more than one language, because they can help serve diverse customers. For example:

- Speaking Mandarin may help in Chinese restaurants.
- Speaking Hindi may help in Indian restaurants.
- Speaking English + another language can be a big advantage



What are my skills and talents?

Do you have any special skills? (e.g., public speaking, computer skills, problem solving, leadership, sports coaching). When you apply for jobs, highlight the skills that match the job. This gives you a higher chance of being hired. Also, when you start your new job, your talents will help you learn faster and do better.

2. AUSTRALIAN CULTURE

Be the kind of teammate that you want to work with.

Understanding Australian culture is very helpful when looking for a job and working with others.

Small Talk

Australians are friendly and often start conversations with small talk. This is a way to connect with people. Common topics are the weather, weekend plans, or daily life.

Examples of small talk:

- "Hi, how's your day going?"
- "The weather is nice today!"
- "Did you do anything fun on the weekend?"
- 👉 Tip: Keep your answers short and positive. For example, "Yes, I went shopping. It was good."



Be Proactive and Engaging

Employers in Australia like staff who are friendly, willing to share ideas, and easy to work with. Try to:

- Ask questions if you don't understand.
- Share simple ideas when you have them.
- Show a positive attitude (smile, say thank you, be polite).

Example: If you finish your job early, you can ask your boss:

- "Is there anything else I can help with?"

This shows you are proactive and reliable.



Respect Diversity

Australia is a multicultural country. People come from many different cultures, languages, and religions. At work, it is important to:

- Respect everyone's background, gender, and appearance.
- Use English first when greeting, no matter how someone looks. (Do not assume they speak your language.)
- Be open and polite with everyone.



Workplace Etiquette

In Australian workplaces, there are some important cultural habits:

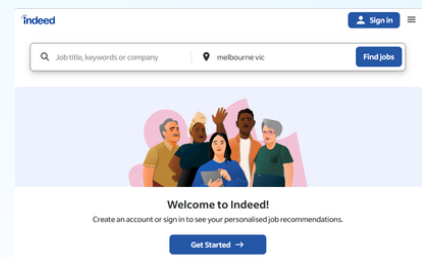
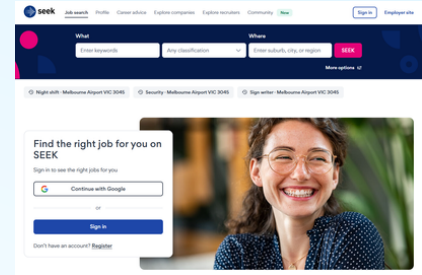
- Punctuality: Always arrive on time for work and interviews.
- Direct communication: Say things clearly and politely. Example: "I don't understand, can you please explain again?"
- Teamwork: Help each other and respect everyone's role.
- Fairness: Everyone is treated equally. Don't be afraid to ask about your rights.

3. FINDING JOBS

Choose a job you love, you will never have to work a day in your life.

Online Job Websites

- Seek (free)
 - Most popular job search website in Australia.
 - You can filter by location, part-time, full-time, or casual work.
- Indeed (free)
 - Easy to use, many casual/entry-level jobs.
- Job Agencies (may charge fees)
 - Some agencies help connect you to jobs, but they may ask you to pay.
 - Be careful and check before paying money.



Walking Around (Very Common for Students)

- Look at shop or restaurant windows → many post "Staff Wanted" or "Now Hiring" signs.
- Go inside and ask politely:
 - "Excuse me, are you hiring staff?"
- Bring a copy of your resume, in case they ask.



Friends and Referrals

- Many students find jobs through friends or classmates.
- Ask politely if they know any jobs available.
- Reminder: Only ask, don't push or make them feel uncomfortable.



Help from Central Australian College

- You can ask CAC staff for advice or practice.
- Resume checking and interview practice may be available.
- Contact:

 1300 258 369

 admin@cac.edu.au

Community and Social Media

- Facebook Groups: Local community groups often post casual jobs (e.g., “Melbourne Jobs for Students”).
- LinkedIn: Useful for professional or higher-skill jobs (optional if your English is stronger).
- Job Boards: Supermarkets, libraries, and community centres often have notice boards with job ads.
- Word of Mouth: Sometimes you hear about jobs just by talking with neighbours, classmates, or people in your community.



Voluntary Work (Volunteering)

- Joining local voluntary work can help you meet new people, practice English, and understand Australian workplace culture.
- It also looks good on your resume, because it shows you are active, motivated, and willing to learn.
- Volunteering can sometimes lead to paid work or job referrals.
- Examples: community events, helping at local festivals, charity shops (e.g., Salvos, Vinnies), sports clubs.



⚠ Be Careful of Job Scams

When looking for jobs online, please be aware of scams. Some fake jobs try to steal money or personal information.

Common signs of a job scam:

- They ask you to pay money to get the job.
- They ask for your bank details or passport before you even start working.
- The job sounds “too good to be true” (very high pay for very easy work).
- They only contact you through social media or text message, not a real company email.

How to protect yourself:

- Apply only through trusted websites (Seek, Indeed, official company websites).
- Never pay money for a job.
- Be careful before sharing personal documents (passport, bank details).
- If unsure, ask CAC staff for advice.



4. APPLYING FOR JOBS

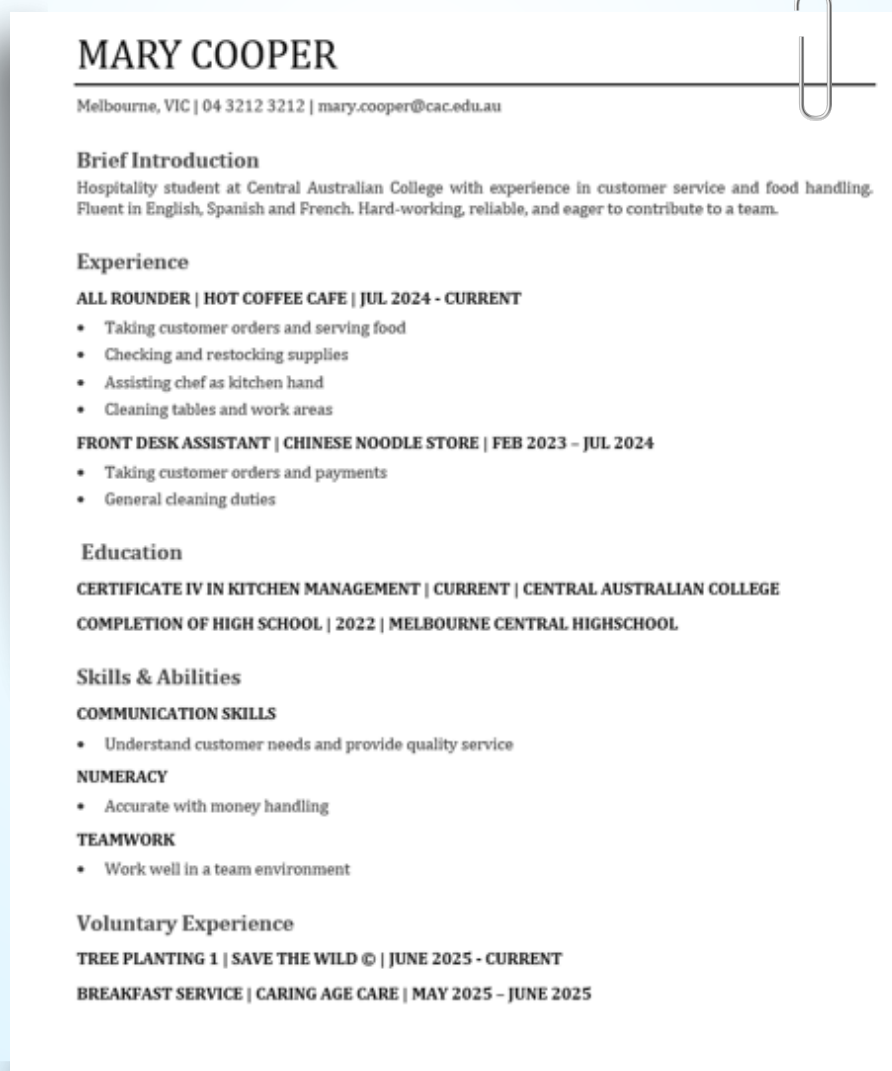
Sharpen your tools before you can go further.

When applying for jobs in Australia, you need to prepare the following: Resume, Cover Letter, and Important Documents.

Resume (CV)

- Keep it short and simple (1 page).
- Do not include photo, age, nationality, or marital status.
- Include:
 - Name and contact details (phone + email).
 - Introduction / Objective
 - Education and Qualification
 - Skills (e.g., customer service, teamwork, cleaning).
 - Voluntary Experience (If any)

Sample Template



MARY COOPER

Melbourne, VIC | 04 3212 3212 | mary.cooper@cac.edu.au

Brief Introduction
Hospitality student at Central Australian College with experience in customer service and food handling. Fluent in English, Spanish and French. Hard-working, reliable, and eager to contribute to a team.

Experience

ALL ROUNDER | HOT COFFEE CAFE | JUL 2024 - CURRENT

- Taking customer orders and serving food
- Checking and restocking supplies
- Assisting chef as kitchen hand
- Cleaning tables and work areas

FRONT DESK ASSISTANT | CHINESE NOODLE STORE | FEB 2023 - JUL 2024

- Taking customer orders and payments
- General cleaning duties

Education

CERTIFICATE IV IN KITCHEN MANAGEMENT | CURRENT | CENTRAL AUSTRALIAN COLLEGE

COMPLETION OF HIGH SCHOOL | 2022 | MELBOURNE CENTRAL HIGHSCHOOL

Skills & Abilities

COMMUNICATION SKILLS

- Understand customer needs and provide quality service

NUMERACY

- Accurate with money handling

TEAMWORK

- Work well in a team environment

Voluntary Experience

TREE PLANTING 1 | SAVE THE WILD © | JUNE 2025 - CURRENT

BREAKFAST SERVICE | CARING AGE CARE | MAY 2025 - JUNE 2025

Sharpen your tools before you can go further.

Cover Letter (Short Note)

Always write a short note to introduce yourself.

Include:

- Which job you are applying for.
- Your skills and experience (e.g., "I am hardworking and have experience in a busy restaurant.")
- Why you want to work there.
- Keep it 1 page maximum.

Sample Template 1

Subject (email): Application for Restaurant Staff – Mary Cooper

Date: [DD Month YYYY]

Dear [Hiring Manager's Name],

Application for the position of Restaurant Staff

I am writing to apply for the **Restaurant Staff** position at [Restaurant Name]. I am based in Melbourne and am currently studying Hospitality at Central Australian College.

I have hands-on experience working in busy food service environments. At **Hot Coffee Café** (2024 – present), I serve customers, assist in the kitchen, check stock, and maintain a clean workplace. Previously, as a **Front Desk Assistant at Chinese Noodle Store** (2023 – 2024), I took orders, handled payments, and supported general cleaning. These roles helped me develop strong **customer service, teamwork, and multitasking skills**, which I am eager to bring to your restaurant.

I am a **hardworking and reliable team player**, comfortable with evening and weekend shifts. I am also multilingual (English, Spanish, and French), which can be helpful when serving diverse customers.

I would greatly appreciate the opportunity to contribute to your team and support the smooth running of your restaurant. Please find my resume attached for your consideration.

Thank you for your time, and I look forward to the possibility of an interview.

Kind regards,

Mary Cooper

M: 04 3212 3212

E: mary.cooper@cac.edu.au

Sharpen your tools before you can go further.

Sample Template 2

Subject (email): Application for Cleaner – [Site/Location]

Date: [DD Month YYYY]

Dear [Hiring Manager's Name],

Application for the position of Cleaner

I am writing to apply for the **Cleaner** position at [Company name]. I am currently studying at Central Australian College in Melbourne, and I am eager to begin working in a cleaning role.

Although I do not have formal cleaning experience, I am **hardworking, reliable, and quick to learn new tasks**. I take pride in keeping areas neat and tidy, and I follow instructions carefully to make sure tasks are done well. I am also **punctual, respectful, and easy to work with**, which I believe are important qualities in any workplace.

I am available to work [weekdays/weekends/evenings], and I am happy to obtain any required checks such as a **Police Check** or **Working With Children Check**.

I would appreciate the opportunity to show my strong work ethic and positive attitude. Please find my resume attached. Thank you for your time and consideration.

Kind regards,

Mary Cooper

M: 04 3212 3212

E: mary.cooper@cac.edu.au

Helpful Reminders

- Always use a professional email address (e.g., firstname.lastname@email.com).
- Double-check spelling and grammar before sending.
- Save your resume and cover letter as PDF before applying.
- Keep documents ready so you can apply quickly when jobs appear.

Documents You May Need

Prepare copies (digital or paper) of these documents:

- Police Check – Apply here: police.vic.gov.au/apply-national-police-check
- Working With Children Check – Apply here: service.vic.gov.au/working-with-children-check
- Visa / Work Rights – Keep a copy of your VEVO visa check to show you have work rights.

⚠ Visa Work Conditions: Please remember to follow the work restrictions on your visa. For most student visas, you can work up to 48 hours per fortnight (2weeks) during study periods, and full-time during semester breaks. Always check your conditions on the VEVO website:

<https://immi.homeaffairs.gov.au/visas/already-have-a-visa/check-visa-details-and-conditions/check-conditions-online>

- **Related Certificates** – e.g., Responsible Service of Alcohol (RSA), Food Handling Certificate, First Aid (if required).

⚠ Reminder: Some jobs may ask for a Police Check or Working with Children Check. You can apply online using the links above. Please be careful: some other websites offer to “help” with these applications but charge extra fees. To save money and avoid problems, always apply through the **official government website** only.

5. INTERVIEW TIPS

Attitude decides Altitude. Your mindset shapes your success.

Before the Interview

- Visit the shop/restaurant website (if they have one).
- Check average pay → look at Fair Work Australia minimum wage.
- Practice answering common questions.
- Bring your resume, ID, and visa/work rights documents.

Common Interview Questions

- “Can you work on weekends/evenings?”
- “Do you have experience in cleaning/serving food?”
- “Why should we hire you?”
- “When can you start working?”



How to Answer

- Be short, clear, and positive.
- Use simple English.
- Smile while speaking.

Examples:

- Q: “Can you work on weekends?” → A: “Yes, I am available weekends and evenings.”
- Q: “Do you have experience in cleaning?” → A: “Yes, I worked in a café. I cleaned tables and kitchen areas.”
- Q: “Why should we hire you?” → A: “I am hardworking, reliable, and a fast learner.”

During the Interview

- Arrive 10 minutes early.
- Wear clean and neat clothes (no need for a suit, but tidy and professional).
- Smile and be polite.
- Greet the interviewer and, if appropriate, shake hands.
- Listen carefully. If you don't understand, say:
- “Sorry, can you please repeat that?”

After the Interview

- Say: “Thank you for your time.”
- If you don't get the job, don't be discouraged — keep applying.
- You can politely ask: “Could you give me feedback for next time?”

Types of Interviews

- Face-to-face → most common for shops/restaurants.
- Phone call → quick check about your availability.
- Group interview → for large chains (e.g., fast-food restaurants).



Keep fighting! Never give up!

Think of Your Value

Job seeking and staff hiring is about a win-win situation.
The employer is thinking: "Why should I hire this person?"

Ask yourself:

- What makes me special? (e.g., multilingual, reliable, friendly, fast learner)
- Am I easy to work with?
- Am I responsible and efficient at my work?
- How can I help this business?

Attitude is Very Important

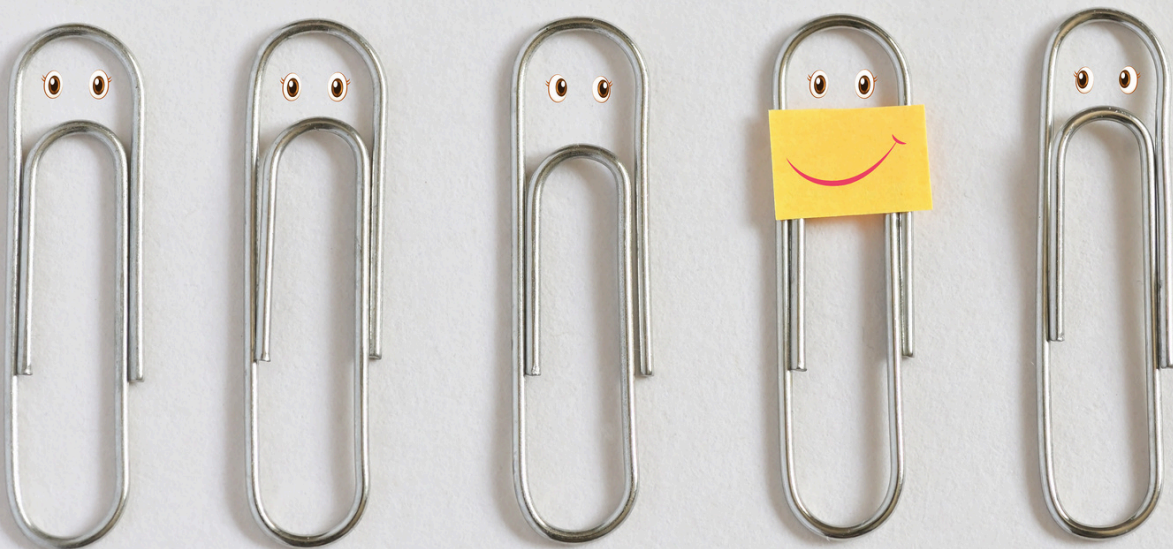
For many entry-level jobs, employers do not always require past working experience. Instead, they look at:

- Your attitude (Are you positive and willing to learn?)
- Your problem-solving skills (Can you try to find simple solutions when problems happen?)
- If you are an easy person to work with (Are you friendly, polite, and reliable?)

Even if you don't know how to do everything at the start, showing that you are hardworking, responsible, and ready to learn will make a strong impression.

After Interview

- Say: "Thank you for your time."
- If you don't get the job → don't give up, keep applying.
- Ask: "Can you give me feedback for next time?"



5. USEFUL PHRASES

Your future depends on what you do today.

Survival English

- "Excuse me, are you hiring staff?"
- "I would like to apply for this job."
- "I am available full-time/part-time."
- "Thank you for your time."

6. USEFUL RESOURCES

- ✓ Fair Work Ombudsman → check your pay rate and rights.
<https://www.fairwork.gov.au/>
- ✓ VEVO website: <https://immi.homeaffairs.gov.au/visas/already-have-a-visa/check-visa-details-and-conditions/check-conditions-online>
- ✓ Work Safe Victoria → check the occupational health and safety act and regulations to protect yourself <https://www.worksafe.vic.gov.au/occupational-health-and-safety-act-and-regulations>
- ✓ Police Check - <https://police.vic.gov.au/apply-national-police-check>
- ✓ Working With Children Check - <https://service.vic.gov.au/services/working-with-children>
- ✓ CAC staff → resume and interview practice.