

Work Integrated Learning Resumes – Course Specific Recommendations

Students from the course areas listed below should take the following recommendations from their Work Integrated Learning Co-ordinators into account when designing their Work Integrated Learning professional resumes.

Note: many of the personal skills/attributes described below are important for ALL students to develop, acquire and demonstrate (eg communication and organisational skills) and are included in VU's Core Graduate Capabilities - however these may be shown here to stress which of these skills are **critically important** in a given industry or profession (**these may be shown in bold/italics.**)

ACCOUNTING

- Emphasise accounting related technical skills you have studied at tertiary level (VU or other institute) and/or as part of your past or present employment role eg bank reconciliation.
- Emphasise customer service jobs you have/had and the types of interactions (for example telephone canvassing, handling complaints, face to face, types of correspondence used etc)
- Emphasise any employment, voluntary or leadership roles you have had where record keeping, data entry, time related tasks or client management was your responsibility
- **Attention-to-detail** is an important attribute to demonstrate in your resume and cover letter, ie formatting and presentation, consistency in font, bullets, spacing etc, spelling and grammar must be correct etc.
- List any student memberships or discipline related competitions - at University and junior industry organisations such as CPA, ICCA, NIA) – that you are a member of/participated in.
- Be aware that an employer may request a copy of your transcript of results to see what subjects you have studied – so try to keep your grades at a good standard

BANKING & FINANCE /FINANCIAL RISK MANAGEMENT

- Consider adding a career goal to clearly state the specific sector or role you are interested in eg fund management, security trading, insurance, superannuation, banking, analyst, financial planner, investment, stockbroking and/or risk management - you will need to ensure that this is relevant and consistent with every position that you apply for.
- Detail any activities you have undertaken that are related to the industry eg vacation or voluntary work experience, a savings plan to purchase a car or to fund a trip, share trading or managing your own portfolio of shares; as well as positions, subjects, or activities showcasing your **communication skills and computer software skills** eg spreadsheets, financial modelling.
- Include relevant memberships or subscriptions eg a student (Affiliate) member of the Financial Services Institute of Australasia (Finsia), Financial Planning Association (FPA) and/or subscriptions to Business magazines.
- Include information relating to the completion of the 4 units required to be "PS 146 compliant" in the financial planning sector.

EVENT MANAGEMENT

- **Excellent attention-to-detail** and your document presentation (**written/report presentations**) are essential, so you need to ensure your resume and cover letters are error-free and professionally presented in a clear concise manner. These will be closely scrutinised for content and presentation. Large amounts of text will be glanced over; bullet points are essential.
- Employers are impressed with an accurate, succinct and factual resume.
- Companies can be inundated with resumes - you need to find an appropriate way to make sure yours stands out!
- It can be advantageous to vary and target your resume to suit specific roles; eg highlight "event operations" skills if applying for an event co-ordinator role, or highlight management & customer service skills when applying for an account manager role.
- Employers are primarily concerned with relevant skills/achievements; always emphasise **customer service related skills**.
- If you do not have any work experience, be sure to include skills statements detailing personal qualities that are essential in event management, such as **working to timelines, managing multiple tasks** (eg in school and with hobbies and involvement in association etc) **and possessing a keen eye for detail**.
- Demonstrate your genuine interest in the event sector by joining associations and listing attendance at seminars including relevant memberships or subscriptions.
- Show that you understand that "physical/hard work" is often required in the industry by listing your event experiences, voluntary, part-time, personal event planning (if relevant.)
- Include relevant hobbies/interests eg keen interest in wine/food, sporting events, hobbies that might be considered "outgoing".
- Try to show your individuality (and personality) in your resume. Show any leadership qualities such as "organised school sports"... "participated in planning of Year 12 Ball". This is often seen as a measure of success in this industry.
- List any related training/certificates such as Food Hygiene, Responsible Serving of Alcohol, First Aid.

GLOBAL LOGISTICS & TRANSPORT

- Highlight any projects completed at University which show your understanding of **solving problems** within the supply chain.
- Consider adding a career goal to clearly state the specific sector or role you are interested in eg sectors such as freight forwarders, road, sea, rail and air transportation and warehousing - you will need to ensure that this is relevant and consistent with every position that you apply for.
- Mention computer **software skills** and the ability to **work with multiple software programs simultaneously**;

- Give examples of your ability to **pay close attention to written detail**;
- Include attendance at industry events and Fairs like the CILTA Supply Chain Fair.

HOSPITALITY MANAGEMENT

- List any related training/certificates such as Food Hygiene, Responsible Serving of Alcohol, First Aid etc.
- If applying for overseas and interstate positions include a scanned photograph on the front page;
- Specify driving licence, manual or full (may be required for front-office hotel positions).
- Do not include ENTER/ATAR scores unless they are well above average.
- Only include details of VU subjects if you have no work experience or if you have excelled in a particular subject.
- If you do not have much work experience, you may include details of relevant projects that you have completed at university, but be sure to keep these brief.

HUMAN RESOURCE MANAGEMENT

- When noting the duties of current or past employment, take note of the advertisement and position description/duty statement and include duties that are most relevant and aligned to the position. Remember to **tailor** your resume (and cover letter) to each position you apply for.
- It is important to give specific examples of some task or action you took, in detail (use Action Verbs (refer Handbook pg 23) and use correct tense, e.g. past tense, e.g.: “completed, reviewed” etc.)
- Use only successfully completed tasks/examples to prove that your skills or your particular approach contributed to a positive outcome – a good result.
- In a ‘Skills & Capabilities’ section, provide evidence and context to HR related skills, drawing on university and employment experiences.
 - Interpersonal and Communication Skills
 - Presenting to Groups;
 - Payroll or Cash Management;
 - HR Information Systems;
 - Recruitment and Selection/Training/Mentoring others;
 - Team Work;
 - OH&S;
 - Employment Law.

INFORMATION SYSTEMS

- Effective technical resumes must clearly show the candidate's technical skills.
- Include a “Technical Skills” or “Technical Expertise” section to your resume. Break the section into sub headings so the employer can quickly identify your knowledge of programs and applications. Possible sub-headings include technical certifications, hardware, operating systems, networking/protocols, office productivity, programming/languages, Web applications and database applications. List only those programs/applications that you could confidently discuss in an interview.
- When listing the IT-related technology concepts you are familiar with, list the topics you are confident and knowledgeable in that you learnt in particular subjects. (No need to specify the subjects completed.) For example, don't list “Web-Enabled Business Systems” but state/show that you studied concepts in “the design, management and use of information technology interfaces that enable both internal and global communications and interaction.” But you need to make sure you are able to talk knowledgeably about all examples/content of your resume in an interview.
- Locate this section, ‘Technical Skills’ directly after the Education section, in your resume as it is the first thing that IT professionals look for in an IT resume.

INTERNATIONAL TRADE

- **Highlight customer service and communication skills** including additional languages.
- Mention passions/interests eg motor vehicles/cars, Formula 1 racing etc if you wish to stand out for selection with automotive companies (eg Daimler Chrysler, Ford and Holden).
- Show an understanding of overseas and domestic market conditions by highlighting achievements in related major assignments/subjects/ projects completed at University.
- Trade students may apply for logistics positions as this is an expanding sector so note additional points under “GLOBAL LOGISTICS & TRANSPORT” section above.

LAW

- Law firms are impressed with a clearly and logically presented resume that is accurate, succinct, factual and no more than 4 pages.
- Don't “bury” relevant legal experience; use appropriate headings such as ‘legal experience’ or ‘related experience’ for employers to quickly locate your clerkships or voluntary Magistrates Court experiences.
- Present your strengths and give a detailed, balanced picture of yourself as a university student, at work and of your interests.
- Include overseas exchange activities, voluntary work, sports involvements, leadership examples, VCE subjects.
- You are encouraged to include 3 referees, their job titles, organisation and contact details.

MANAGEMENT

- Focus on identifying and demonstrating your **generic skills, including leadership skills, administrative skills, analytical skills, problem solving skills, interpersonal and communication skills.**
- It is important to give specific examples of some task or action you took, in detail, eg demonstrate how you have managed a project, workplace issue, team or process. Remember to write consistently in the past tense (starting with action verbs: “completed, reviewed” etc.)
- Take note of the duty statement (job description) and advertisement as it will give hints as to what specific examples you will need to use in your application. Examples that demonstrate your experience in an activity that replicates the duties of the new role are ideal.
- Try to include some **project management** principles through an example in your employment, university studies, sporting or other interests.
- Use only successfully completed tasks/examples to prove that your skills or your approach contributed to a positive outcome – a good result.

MARKETING

- Recognise that your resume is your key marketing document which aims to get you that all important job interview. Therefore, be sure to strongly emphasise your marketing skills, and **highlight any sales/ customer service experience** you have.
- Be sure to list any **creative skills or interests** you may have – these could range from successful completion of Year 12 Arts subjects to hobbies such as painting or creative writing.
- List any major marketing-related assignments that you have completed at university under the heading of “Marketing Projects” (or “Relevant Projects”). Describe the assignment and include any development of marketing plans, market segmentation, analysis, your understanding of the 4P’s etc.
- Highlight any graphic software or web site design packages you are competent in (eg Quark, Illustrator, Dreamweaver, Adobe).

MUSIC INDUSTRY

- DO include a career objective in your resume as the music industry is varied (but you will need to be sure it is relevant for all positions targeted.)
- State your particular interests in this field.
- Describe any personal traits/skills that are relevant to the industry in your skills statements.
- Show your personal experience of/with the music industry (eg involvement in band management, concert or event arrangements etc).
- Include statements that demonstrate you have an understanding of the industry.

RETAIL COMMERCE

- Include detailed explanation of actual work experience in a retail environment; tasks undertaken, any awards won eg:- Highest Sales for the month.
- Quantify your success e.g. Whilst employed at Sportsgirl, was able to increase sales by 25%.
- Include any special projects you have been involved in eg:- training new staff
- Detail any supervisory experience you have had eg:- in charge of four staff during the night shift in December.
- **Customer Service; Customer Service; Customer Service!**
- Show responsibility such as managing cash, reconciling registers, managing rosters, opening/closing store.

TOURISM MANAGEMENT

- Do NOT include a Career Objective Statement in your resume (unless you are prepared to vary it to suit each job application).
- There is no need to show current VU subjects studied (or secondary school subjects) in your Academic History section, unless you have particularly strong results in relevant subjects (eg “Distinction average in tourism subjects”);
- You should show detailed information on key travel/tourism industry related projects completed within tourism subjects at a university or Tafe level. These can be described in ‘business’ terminology showing information such as the title of the project, the key tasks undertaken, how the information was researched, competitive market studies, costings etc AND the specific technical skills that were developed as a result.
For example... Designed 21-day ‘All about Queensland’ tour itinerary, including production of a colour brochure, development of a detailed itinerary, etc ~ Do NOT state that it was for a subject or what your result was, but DO name the “tour” and give specific examples of destinations, attractions etc. This is a great opportunity to “show off” your knowledge of an industry that you may not have worked in.
- Students targeting any positions in the travel sector (wholesale and/or retail) should show a listing of key Australian and overseas destinations visited, grouped by region/location/country. This is particularly important if you are seeking an overseas Co-op position or a position with an inbound travel wholesaler.
- Skills deemed essential in the tourism industry, as in many other service oriented sectors, are **customer service, sales and product knowledge, communication and inter-personal skills, an ability to work as part of a team and computer skills.** These specific skills, along with examples demonstrating where and how you have obtained these skills MUST be included in your resume, preferably in a separate dedicated “Transferable Skills” or “Relevant Skills” section.
- No need to show details on your High School Work Experience, unless it is particularly relevant, or you have no subsequent employment experience.