

*Preliminary Assessment 3*  
*Module 2: Preparing Job Applications and*  
*Module 3: Workplace Communication*

Assessment Title: Getting the Job

Due: **Parts A and B – 21<sup>st</sup> of March, 2019**

**Part C – Term 1, Week 10**

Submission: As a cumulative Word or PDF

Students are also encouraged to place a hardcopy of their completed applications in their Work Studies Portfolio.

You have been building your skills in preparation for obtaining employment in your chosen career once you leave school. Now is the time to put all of those skills into practice.

In this assessment task you are required to apply for two positions of employment – one compulsory and one of your own choosing. You will need to prepare a cover letter/response to key criteria and a suitable resume for each position. Then you will be asked to attend a formal (mock) interview for one of the positions at a given time and location.

The positions you will be applying for have been chosen to suit your school-leaver status and hence you may not feel that you are able to satisfy all criteria or have enough experience at this time – the key is to let the employer know what skills and experience you DO have and express that you are willing to LEARN the rest.

### Relevance

Satisfies Preliminary Assessment Task 3 and contributes a total of 30% to your final Preliminary grade. This task satisfies syllabus objectives and outcomes 1, 2, 3, 5, 6, 7 and 8.

## Task Details

### **Part A – Compulsory Application: *Client Services Officer***

In **Appendix 1** you will find all of the information for position # 2314, a **Client Services Officer** for the NSW Government (specifically, WorkCover NSW and other return to work and injury services). This is a real, advertised position that has been adapted to meet the Work Studies syllabus and assessment needs and also to show you the kinds of jobs you may apply for when you leave school with your HSC.

***You are required to apply for position #2314 by creating and submitting a cover letter and targeted resume.*** The “How to Apply” details are given in Appendix 1.

Use the *cover letter* to introduce yourself, identify the job for which you are applying and explain how you are able to meet the selection criteria. You should extend your letter to address the other information given in the advertisement such as any experience and skills you currently possess, express an understanding of the role description and challenges, acknowledge the corporate values and overall, tell the employer why YOU are the best person for the job.

Your *resume* should always be altered to address the key requirements of each position. Your resume needs to support the information you give in the cover letter and response to selection criteria and be a taste of all you have to offer. Always indicate that a complete Career Portfolio will be made available at interview.

### **Part B – Independent Application**

Use your job-finding skills to find a current position for which you would actually apply (now, or in pursuit of your career goal). You may find the position advertisement in the newspaper, at a job agency or online and, if required, you must contact the business and ask them for an application package. You must then complete two (2) tasks:

- i. ***Analyse your chosen position*** by completing the “**Part B Independent Application Questions**” given in **Appendix 2**.
- ii. ***Apply for the chosen position following the instructions given in the advertisement.***
  - This will include the submission of a resume, cover letter and response to selection criteria.
  - **\*\*Please note that you do not have to submit the application to the business (unless you want to), this is purely a practice task.**

\*Please include a copy of the advertisement in your submission.

## **Part C – (Mock) Interview**

The successful completion of the job application process invariably leads to the job interview. The purpose of the job interview is for both parties to meet, for the employer to determine if you “tick all the boxes” and can support the claims made in your application, and for the interviewee to “show their stuff” and also decide if the business is somewhere they would like to work. A lot of effort goes into preparing for a job interview (on both sides), so it is important to give it your best.

***You will attend a formal (mock) interview for one of the positions*** you applied for at a given time and location. You are required to treat this as a practice run for the real thing and present yourself as you would to a real employer – clothes, hair, motivation, communication, behaviour, timeliness – the lot!

There is a set of **standard interview questions** that arise in many interview scenarios. These are given in **Appendix 3** and some will be asked in your interview. Obviously you will also be asked extension questions and questions specific to the position for which you are applying, but it is a good idea to prepare some answers where you can.

In **Appendix 4** you will find an **Interview Result Sheet**. This will be used to assess how well you perform in your interview and hence determine your grade for this section.

### **Marking**

**Part A** and **Part B** will be marked in accordance with the set Marking Schedule for this task. Part A and Part B will comprise 50% of your grade for this task.

**Part C** will be marked on a performance scale of 1 to 10 based on your performance at interview and the likelihood that you would be successful in your application. You will be given feedback on your interview performance. Your result for Part C will contribute 50% of your grade for this task.

Please refer to page 11 for the Marking Guidelines for this task.

## Appendix 1 – Compulsory Application: Client Services Officer

\*\*Adapted from position 00002Y3I. Cited on 21/6/14 at

[https://jobsnsw.taleo.net/careersection/all\\_jobs/jobdetail.ftl?job=628005](https://jobsnsw.taleo.net/careersection/all_jobs/jobdetail.ftl?job=628005)



### Job Description

#### Client Services Officer (Position #2314)

Safety, Return to Work & Support are currently looking for an Ongoing/ Part time (3 days/week), Client Service Officer to be based in Lismore.

**This is a great opportunity for someone with initiative, enthusiasm and drive who likes working with a high performing customer focused team.**

**You will be responsible for supporting and assisting the respective teams in the development and delivery of Work Health and Safety prevention programs.**

#### What's on offer?

- The role is graded as a clerk 3/4 and reports to the District Coordinator.
- Attractive *salary* ranging from \$22,200 up to \$24,600 *excluding* employer's contribution to superannuation.
- Located at Lismore NSW, within a friendly, professional team
- Permanent / Part time role, 3 days per week

#### Who is Safety, Return to Work & Support (SRWS)?

SRWS incorporates:

- WorkCover Authority of NSW
- Motor Accidents Authority of NSW
- Lifetime Care and Support Authority of NSW and;
- Workers Compensation (Dust Diseases) Board.

#### To be successful in this role you will need demonstrated experience in the following:

- High level administration and organisational support skills including good written and oral communication, document and event management, record keeping and time management skills.
- High quality customer focused service delivery
- Use and application of information technology solutions to drive improved business efficiencies.
- Budgeting, finance and accounting skills.
- Ability to support design and development of social outcome projects.

**INFORMATION PACK:** Please refer to the information package. The information package contains the role description, selection criteria and other relevant information.

**Contact:** If you have any questions about this position that you would like to discuss before applying please contact, *John Irwin on 02 4958 XXXX.*

*Job Category:* General Administration

*Work Type:* Part Time

*Organisation:* WorkCover NSW

*Contract Term:* Permanent

## How to Apply:

### Client Services Officer (Position #2314)

**Selection criteria:** Candidates must include sufficient information in their resume and cover letter for the selection committee to assess merit against the selection criteria set out in the information package.

**Closing Date:** 15.15 pm (AEST) on **Friday, 21st of March 2019.**

#### Your application is to:

- be submitted by the nominated closing date and time
- include your resume and a cover letter addressing the Selection Criteria. Your resume must include a minimum of two (2) contactable referees.

#### Additional Information:

- Your consent to undertake a criminal background record check, and a satisfactory outcome, is a requirement of employment in this position
- All applicants will be informed of the outcome of their application within one (1) month of the closing date.
- Applicant details may be kept on record for recommendation to future positions.
- SRWS is committed to the principles of Equal Employment Opportunity, Work Health and Safety, Cultural Diversity and ethical work practices. If you are speech or hearing impaired and/or you require reasonable adjustment (should you be shortlisted) to the interview format, please contact us through [careers@srwsd.nsw.gov.au](mailto:careers@srwsd.nsw.gov.au) so that suitable arrangements can be made.

#### The NSW Public Sector is committed to the following outcomes:

- A diverse and skilled workforce
- Improved employment access and participation for EEO groups
- A workplace culture displaying fair workplace practices and behaviours

Further information can be found on the [Equal Employment Opportunity](#) website and on the [JobsNSW](#) site.

## Selection Criteria

The Selection Criteria must be addressed in your application:

- Demonstrated skills and willingness to learn in providing administrative support and quality client service in a team environment with the capacity to work independently.
- Understanding of WorkCover's Work Health and Safety, Workers' Compensation and Injury Management services.
- Effective communication, interpersonal, negotiation and organisational skills.
- Demonstrated experience in the use of Microsoft office applications and Internet applications.
- Budgeting, finance and accounting skills.

## INFORMATION PACKAGE

### Client Services Officer (Position #2314)

#### Role Description

The Client Services Officer is responsible for performing the following duties and achieving described key outcomes:

- Providing quality and timely front line services to clients by telephone and over the counter on a wide range of WorkCover services. These services may include general counter enquiries, workplace complaints, fatal and serious incident notification, solicitors' requests and many other administrative matters.
- Provides administrative support to Coordinators, Supervisors and Managers.
- Uses Microsoft Office applications to prepare word documents, tables, charts, spreadsheets and reports.
- Undertakes data entry, maintenance and reporting of data using specific WorkCover software. Training in this software is provided.
- Exercises independent judgement in screening, filtering and referring enquiries of a technical and more complex nature to appropriate staff. This includes exercising discretion and initiative when dealing with matters for the team and maintaining accurate and detailed contact details for all parties.
- Maintaining and updating emergency procedures and emergency contact lists.
- Responsible for the issuing of petty cash, along with balancing and banking daily office takings in accordance with policies and maintaining security procedures.
- Maintenance of operational administrative functions such as the receipt, sorting and distribution of mail; photocopying; preparing purchase orders; assisting in recruitment procedures; maintaining, ordering and issuing stationery and equipment.
- Must maintain efficient and accurate records management, track and archive files.
- Assists in the organisation of a range of meetings, events and industry forums, including distribution of agendas, invitations and information; keeping attendance records; taking minutes; organising venues and catering.
- Provides assistance and information to staff in other teams and offices.
- Represents WorkCover at all events, including industry seminars.
- Provides general administrative support to inspectors and other approved parties as required and facilitates office accessibility and adherence to security procedures.

#### Key Challenges of Role

The Client Services Officer may face many challenges in this role, including the following:

- Making decision and prioritising tasks to manage workload and meet deadlines whilst managing their daily tasks.
- Operate in an environment where service to clients and internal staff must be a priority, despite competing demands. For example, managing front counter and telephone services at the same time where both may be of a complex nature.
- As the first point of contact in the office, the Client Services Officer may be required to deal with matters that are of an urgent, sensitive, hostile or sensitive nature. This requires the capacity to make independent judgements and an assessment of whether the matter needs to be referred to another individual that may be a specialist or manager in that area.
- Maintain a sound general knowledge of the full range of WorkCover Services in order to communicate effectively with staff and clients.

## INFORMATION PACKAGE (cont.)

### Client Services Officer (Position #2314)

#### Selection Criteria

The Selection Criteria must be addressed in your application:

- Demonstrated skills and willingness to learn in providing administrative support and quality client service in a team environment with the capacity to work independently.
- Understanding of WorkCover's Work Health and Safety, Workers' Compensation and Injury Management services.
- Effective communication, interpersonal, negotiation and organisational skills.
- Demonstrated experience in the use of Microsoft office applications and Internet applications.
- Budgeting, finance and accounting skills.

#### Other Information

##### Our Corporate Values

The successful applicant will demonstrate an ability to work within our corporate values:



<p><b>Integrity</b></p>	<ul style="list-style-type: none"> <li>• I consider people equally without prejudice or favour</li> <li>• I act professionally with honesty, consistency and impartiality</li> <li>• I take responsibility for situations, showing leadership and courage</li> <li>• I place the public interest over personal interest</li> </ul>
<p><b>Trust</b></p>	<ul style="list-style-type: none"> <li>• I appreciate difference and welcome learning from others</li> <li>• I build relationships based on mutual respect</li> <li>• I uphold the law, institutions of government and democratic principles</li> <li>• I communicate intentions clearly and invite teamwork and collaboration</li> <li>• I provide apolitical and non-partisan advice</li> </ul>
<p><b>Service</b></p>	<ul style="list-style-type: none"> <li>• I will provide services fairly with a focus on customer needs</li> <li>• I will be flexible, innovative and reliable in service delivery</li> <li>• I will engage with the not-for-profit and business sectors to develop and implement service solutions</li> <li>• I will focus on quality while maximising service delivery</li> </ul>
<p><b>Accountability</b></p>	<ul style="list-style-type: none"> <li>• I will recruit and promote staff on merit</li> <li>• I will take responsibility for decisions and actions</li> <li>• I will provide transparency to enable public scrutiny</li> <li>• I will observe standards for safety</li> <li>• I will be fiscally responsible and focus on efficient, effective and prudent use of resources</li> </ul>

## Appendix 2 – Part B Independent Application Questions

*Please respond to these questions about the position for which you are choosing to apply and its advertisement.*

1. What is the title of the position and why did this position stand out for you?
2. Where did you locate the advertisement for the position and why did you choose this medium?
3. Respond to the following:
  - a. Job Category:
  - b. Work Type:
  - c. Organisation:
  - d. Contract Term:

4. State the Selection Criteria for the position.

5. How do you apply for the position?

Please give a detailed response that includes (but is not limited to, the following information:

- Submission mode (post, email, online system)
- Application closing date
- Contact person details
- Documents required in application (may include; resume, cover letter, letter of introduction and/or response to key criteria)
- Other suggested supporting documentation or requirements

6. Does the position require you to attend any training or further your education? If so, what will you need to do if successful?

7. Refer to your personal attributes and skills, as created and discussed throughout this course. Give a list of ten (10) key words or skills that you are going to use in your application.

8. In no more than 300 words, tell me about the organisation, company or business that is advertising the job.



## Appendix 3 – Standard Interview Questions

- Tell us about yourself and why you think you'd be suitable for this position.
- Tell me about your skills or experience that make you a suitable candidate for this position?
- What personal qualities would you bring to this position?
- What is your greatest strength?
- What is your greatest weakness?
- Tell us about your career plan – what do you hope to do and achieve in the future?
- Why would you like to work for this organisation/company?
- You will be one of the younger staff members if you are successful in gaining this position. Do you feel you will face any challenges as the younger person in a workplace with lots of older colleagues?
- This job requires you to manage many things at once. Explain a past scenario in your life where you have had to manage many things at once and describe how you handled the situation.
- Do you prefer to work independently or as part of a team?
- Would you say you are an organised person or a disorganised person and why?
- Tell me about your availability – are you able to work weekends or overtime for example?
- Identify one accomplishment or achievement that has given you satisfaction. Explain your choice.
- How do you handle stressful situations?
- What is the toughest situation, problem or decision you've had to face, and how did you solve or overcome it?
- Why should we employ you in this position?
- Why are you the best person for this job?

## Appendix 4 – Interview Result Sheet

Date /Time: .....

Position: .....

Applicant Name: .....

Panel Members: .....

	<i>Comments</i>
<b>Timeliness</b>  Early                      On time                      Late	
<b>Dress</b>  Suitable                      Not Appropriate	
<b>Greeting</b>  Confident                      Nervous  Shook hands                      Eye Contact	
<b>Responses to questions</b>  Excellent                      Okay                      Insufficient  Natural                      Overly rehearsed	
<b>Spoken communication</b>  Speaks clearly                      Speech is unclear  Inappropriate language                      Too quiet  Too Loud                      Overly familiar	
<b>Overall demeanour and Body language</b>  Positive                      Negative	
<b>Conclusion</b>  Thanked interviewer                      Hurried  Shook hands                      Eye Contact	
<b>Recommendations/Suitability</b>	

## Preliminary Assessment 3 : Getting the Job

### Marking Guidelines

#### **Part A – Compulsory Application: *Client Services Officer***

**Student Name:** \_\_\_\_\_

##### **1. Cover letter**

*To gain a very high, the cover letter will satisfy the following general criteria:*

- Introduction of individual
- Clearly identifies the position being applied for in response to the advertisement
- Shows understanding of role description and given challenges
- Addresses information offered in advertisement about the position or the ‘successful applicant’
- Acknowledges corporate values
- Promotes individual in a positive manner
- Demonstrates an understanding of themselves, their skills and attributes
- Directs employer to inclusions in application, i.e. response to key criteria and resume
- Expresses that full Career Portfolio is available for review
- Tells employer why they are the best person for the job / encourages progression to interview

##### **2. Response to key criteria**

*To gain a very high, the student will satisfy the following criteria:*

- Responds to each of the key criteria
- Acknowledges and responds to supplementary “desired” criteria or advertised information
- Shows due consideration of the criteria given and gives clear, definitive responses
- Explains how the individual satisfies the criteria, or is willing to work toward their accomplishment

##### **3. Cover letter and Response to key criteria (overall)**

*To gain a very high, the application will satisfy the following criteria:*

- Satisfaction of criteria identified in 1 and 2 (above)
- Acknowledges “How to Apply” parameters and abides by instructions
- Submission of application by due date and time
- Creates application documents that represent the positive attributes sought by an employer and will encourage the employer to progress the application to interview

#### 4. Resume

To gain a very high, the resume will satisfy the following criteria:

- Simple, clear and concise resume
- Contains valid information presented in logical manner
- Appropriate format
- Identifies positive attributes and skills of individual
- Includes resume details such as (but not limited to) personal details, qualifications, education details, employment history, work experience, achievements, referees
- Resume is suitable for the position
- Supports information given in cover letter and response to key criteria
- Addresses key requirements of position
- Does not exceed 2-3 pages
- Shows what the individual has to offer the employer

#### **Part A – Compulsory Application: *Client Services Officer***

	Very High 5	High 4	Medium 3	Low 2	Very Low 1	Not Shown 0
<b>1. Cover letter</b>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<b>2. Response to key criteria</b>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<b>3. Cover letter and response to key criteria (overall)</b>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<b>4. Resume</b>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

**Comments and Notes:**

## **Part B – Independent Application**

**Student Name:** \_\_\_\_\_

	Mark Value	Marks Awarded
<b>1. Response to Independent Application Questions</b>		
<b><i>Question Number</i></b>		
1	2	
2	1	
3	2	
4	2	
5	3	
6	2	
7	4	
8	4	
	<b>/20</b>	
<b>2. Position Application</b>		
<p><b><i>Choice of position</i></b> - Student should choose a position for which they would apply now, or in pursuit of their career goal.</p> <p><b><i>Pursuing the application</i></b> - Student completes required procedure to apply for the position. This may include contacting the business for an application package and following the “How to Apply” instructions.</p> <p><b><i>Understanding of the role</i></b> - Student’s application should reflect an understanding of the type of position they are pursuing, what the role would entail and demonstrate realistic expectations</p>	5	
<p><b><i>Cover letter</i></b> - Please refer to Part A marking, sections 1 and 3</p>	5	
<p><b><i>Response to key criteria</i></b> - Please refer to Part A marking, sections 2 and 3</p>	5	
<p><b><i>Resume</i></b> - Please refer to Part A marking, section 4</p>	5	
	<b>/20</b>	
<b>Overall Comments and Notes:</b>		

## **Part C – (Mock) Interview**

### **Performance at interview**

Students will be assessed on how well they perform at interview and the likelihood that they would be successful in gaining the position of employment.

Students will be assessed based on their treatment of this interview process (i.e. whether they take it seriously), the points to be considered at interview, as outlined in **Appendix 4: Interview Result Sheet**, evidence of preparation for interview (such as planned responses to **standard interview questions** as given in **Appendix 3**) and their overall performance.

*Marking:*

#### **1. Interview Performance Scale**

*Please rank the performance of the individual at interview on the scale below, where 1 is very poor and 10 is outstanding.*

**1      2      3      4      5      6      7      8      9      10**

#### **2. Likelihood for success**

*Please mark on the scale below the likelihood of the individual to gain employment based on their performance at interview. Complete unsuitability for the job would receive a mark of 1, whilst an individual who gains a mark of 10 would be the business' first choice for the position.*

**1      2      3      4      5      6      7      8      9      10**

Total mark for Part C: /20

**Comments and Notes:**

## MARKING RUBRIC

A (90 – 100%)	Student demonstrates an extensive knowledge and understanding of the content and can readily apply this knowledge to their work. Including high level competence in the skills and processes required to analyse, interpret and evaluate information. Effectively communicates using terminology extensively.
B (80-89%)	Student demonstrates a thorough knowledge and understanding of the content and can apply this knowledge to their work. Including competence in the skills and processes required to analyse, interpret and evaluate information. Demonstrates accomplished performance and competently communicates using terminology appropriately.
C (70-79%)	Student demonstrates a sound knowledge and understanding of the main areas of the content and can apply this knowledge to their work. As well demonstrates ability in skills and processes required to analyse, interpret and evaluate information. Demonstrates sound performance and competently communicates using terminology appropriately.
D (60-69%)	Student has a basic understanding of the content and has achieved a limited level of competence in their work. As well demonstrates basic ability in skills and processes required to analyse, interpret and evaluate information. Demonstrates basic performance and communicates using some appropriate terminology.
E (50-59%)	Student recalls elementary knowledge and understanding of content, skills and processes and displays simple understanding of processes and concepts. Demonstrates limited communication abilities.
< 50% (0 – 49%)	Insufficient knowledge and understanding of areas of study and has not achieved sufficient competence in sufficient processes and skills.