





ALPHABET GUIDE TO WHAT'S INSIDE

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A NOTE TO STUDENTS

Working with students day-to-day, we appreciate that finding your first job while studying, or upon graduating, can be a daunting process.

It can seem even more challenging for international students who face multiple barriers to establishing careers, including unfamiliar job search processes and a whole new workplace culture in Australia.

So, to make it a little easier, we've created this A to Z guide for students.

It contains a whole alphabet of insider knowledge. From the basics of which job websites you should be browsing, to tips that will help you write an effective cover letter and perfect your interview skills, we've got you covered.

For international students, you'll also come across advice on how to write and format your CV to impress Australian employers and master some common Aussie slang used in the workplace.

We hope you find it a useful and practical resource to guide you as you begin your search.

Good luck and happy job hunting!

Will James National Careers Manager Kaplan Business School





ACCELERATE YOUR ENGLISH (AND LEARN A LITTLE AUSSIE SLANG!)

Having a strong level of both verbal and written English as an international student is a sure-fire way to impress prospective employers.

You can accelerate your learning by:

- Reading English newspapers
- Volunteering in your community
- Finding an English learning app
- Making use of academic support resources at your educational institution
- Enrolling in elective subjects such as Skills for Effective Communication that focus on advanced levels of English vocabulary and grammar

It's also helpful to be aware of some of the most common slang that is used in the Australian workplace, ahead of your interview (and later in your day-to-day role).

A FEW COMMON SAYINGS:

- 'Arvo' = afternoon
- 'COB' = close of business
- 'I'm keen to' = I would like to
- 'In lieu' = instead (of)
- 'No-brainer' = something obvious or requiring little or no thought
- '000' = out of office
- 'Think outside the box' = bringing new perspective to a problem or situation
- 'Touch base' = make contact with someone
- 'What do you reckon?' = what do you think?
- 'Win-win situation' = when both parties come out of a situation favourably

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BUILD YOUR CONFIDENCE

Applying for any job, whether it's a part-time or graduate role, can be daunting. It's important you don't let this affect your confidence.

Here are a few tips to help you feel better prepared for landing your next job in Australia:

Attend career workshops

Workshops can be a great opportunity to learn from experienced professionals about how to effectively navigate the employment market. For example, KBS hosts over 70 career workshops a year across our campuses in Australia on a range of career-related topics.

Read job descriptions carefully

It's important that you are responding to the selection criteria in a way that matches your skills to the job description. Taking this tailored approach will increase your chances of getting a first interview, and naturally boost your confidence!

Do your research

Going into an interview with an informed understanding of the company (their challenges, strengths, needs) will give you confidence to discuss how you fit into the picture and what you can offer as a candidate.

Promote your unique strengths

As an international student you may have valuable skillsets that can help you stand out from the crowd, such as being fluent in a second language or having overseas experience. Make sure you are capitalising on these assets in your CV, cover letter and during the interview process.

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CAREERS OFFICE

The first go-to resource for any student should be your school or institute's career hub or service.

For example, at Kaplan Business School, Careers Central provides valuable career services including:



Supporting you in finding work placements to build local experience in Australia



Connecting you with employers to complete an Academic Internship that will count towards your degree



Inviting you to exclusive careers workshops, fairs and industry events where you can network with employers and develop your employability skills



Preparing you for the workforce with one-on-one career coaching



Promoting various graduate role with businesses spanning start-ups, local SMEs, not-for-profits and ASX-listed companies



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DO'S AND DON'TS FOR THE AUSTRALIAN JOB MARKET

Here's a list of what you should and shouldn't focus on when entering the Australian workforce.

DO

 Pay attention to visa, work permits, and conditions of employment

It's critical you understand your legal or contractual obligations before entering the workforce. For example, some workplaces have a legal obligation to employ permanent residents or citizens, while others might offer initiatives and sponsor overseas talent.

If you're on a visa, there's also the consideration of what type of employment you are legally allowed to engage in, how many hours, and what your tax bracket might be. It's important to access the right information on work visas, tax and contract employment requirements.

✓ Gain a little perspective on work culture

While a robust knowledge of Australian history, pastimes, and slang will work in your favour when it comes to getting selected for a job, Australia has a robust work culture that shapes the environment of each office, agency, venue and business you might work in. For example, while self-promotion and self-projection may be valued in certain work cultures, this is considered 'tall poppy syndrome' in Australia, where there is a strong emphasis on teamwork. Additionally, Aussies work hard, but they also place value on wellbeing and work-life balance.

✓ Tap into your connections and set up a network

Tapping into your existing networks (students you
studied with, lecturers, friends you met on a trip
abroad) is a great way to keep your finger on the pulse.

There are also many organisations that focus on finding
opportunities for both local and international job
seekers such as: Job Jumpstart, Adecco and Just landed.

✓ Research the market

While some skills are in hot demand in Australia, others may be less so. It's always best to research the job market to discover opportunities and get your timing right. A good way to monitor the Aussie job market is to get in touch with talent acquisition agencies or to refer to the Australian Government job portal.

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DON'T

× Lie on your resume

While it's important to be confident in your capabilities, it's also best to maintain humility when placing down what skills you're an 'expert in' and what technologies you are 'fluent in'. Your future employee will appreciate your honesty.

× Rely solely on spontaneity

Moving to a new city or country and leaping into the job market takes time, patience and knowledge. The best option is to start setting up a network before you even arrive and have some prospects handy so you can hit the ground running.

× Go in broke

It's a good idea to have some reserve money upon your arrival. You never know – it may take a little longer than anticipated to find work or you might need to pay a bond and rent upfront when you arrive – so it's best to be prepared.

× Assume you'll get the top job

This applies to those entering the Australian job market for the first time, along with those who are applying for positions from abroad.

Having the assumption that top-level jobs will be at your disposal might hinder your decision-making process, and you could miss out on opportunities for career growth. It may be necessary and valuable to consider work experience or volunteering, until you build enough experience and contacts to get your foot in the door.

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EMPLOYABILITY SKILLS

Are you concerned about not having experience?

Don't forget to add any relevant extracurricular activities that may put you ahead of the competition. Extracurricular activities are highly valued in Australia and provide you with an opportunity to market your unique skills.

For example, if you speak another language, you should certainly add that on your CV as languages are considered an asset in workplaces. Additionally, you should highlight activities that have provided you with leadership skills, programs you have worked at or volunteered with, along with additional courses and training you might have undertaken. These experiences and achievements are great to reflect on in job applications or interviews.



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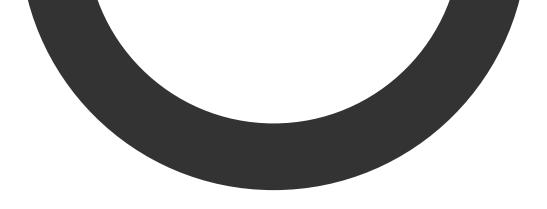
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FREELANCING

Have you considered whether a freelance career might be the perfect fit for you? Freelancers or contractors enjoy the freedom of setting their hours and workload. However, to be successful, there are a few elements that you should consider:

- How many contacts do you have?
 How big is your network? Before you jump into the deep end, ensure you have done your homework and established a sizeable network to sustain ongoing work. Freelancing is very much who you know, not just what you know.
- Are you able to time manage?
 Freelancing is all about meeting deadlines,
 on your own, without the help of a team
 (or boss) to keep you on track. Freelancing
 requires discipline, carving out time to network,
 and maintaining work commitments.

Are you good at juggling finances?
 With freelancing, it is important to be able to split larger payments to support you over the quieter weeks. You also need to consider how much tax you'd have to pay, and how much super you want to set aside.

Oh, and don't forget to apply for an Australian Business Number (ABN) — a must for freelancers and contractors.



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GET ENTREPRENEURIAL

Put your additional skillset to the test or reap the benefits of a curated network by starting up a small business on free e-commerce sites such as Etsy, or freelance networks such as Fiverr or Freelancer.

Honing a small business can help train your business and entrepreneurial muscle in terms of production, branding, marketing and sales.



HIDDEN JOB MARKET

According to recruiters, at least **60% of jobs** are found through the hidden job market.

That is, jobs that are found through networking, rather than advertising.



A few ways you can tap into the hidden market include:

- Networking at functions and via social media channels
- Contacting employers of interest e.g. sending an introductory email
- Volunteering or completing work experience
- Subscribing to news alerts and following companies on LinkedIn

You can also expand your network through Careers Central, where you can access exclusive networks and industry relationships you otherwise wouldn't be able to. D

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INTERNSHIPS

There are two main types of internships: work placements and academic internships. The main difference is that an academic internship requires a greater time commitment and an assessment component so that the experience can count towards your academic credit.

Undertaking an internship (paid or unpaid) can have several benefits for your career:

- You can learn technical and 'soft' skills that only come with experience
- You'll gain insights into the Australian business environment and your specific industry
- You can make connections that lead to paid work
- You can test out the course material you've been learning in the workplace
- You can gain confidence and resilience by putting yourself in a new and challenging situation

Our statistics show that 1 in 3 students placed in an Academic Internship were offered ongoing employment.*



'My experience improved my soft skills and capabilities in the workplace, such as time management, problem-solving, and teamwork skills.

I made a lot of professional connections and received excellent recommendations that helped me to find work at a large Australian electronics company as a quality and compliance specialist.'

ZHANNA KURENKOVA

(KBS student, completed an internship with Trisco Foods)



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*Based on students placed in academic internships between Nov 2018 and Jun 2019



JOB-SEARCH SITES

Online job portals should be integrated into your job-seeking strategy. They are a great way to get automated updates on your key searches and keep you posted on any new jobs.

Most Australians create accounts on Seek. However, there are also job sites such as Jora, Indeed, along with signing up to receive email updates on specific companies you would be interested in working for.

LinkedIn is another big source of job ads - you can check the Jobs You May Be Interested In and Jobs In Your Network sections on the Jobs page. At Kaplan Business School, our Careers Central team also advertise full-time graduate roles in a private alumni community page on LinkedIn.

There is also the option of exploring Gumtree and other free-for-use sites, but always approach with care and do your research.



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KNOW YOUR RIGHTS

International students can work up to 40 hours a fortnight while studying in Australia. *

Casual vs. part-time employment

These are two different types of work according to Australian law. Part-time employees work regular hours each week and receive the same benefits such as annual leave and sick leave (relative to hours worked) as full-time employees. Casual employment does not guarantee hours of work, sick or annual leave, but rates of pay are usually higher to make up for this.

Do you know what your award wage is?

The Fair Work Ombudsman outlines that an employee and employer can enter into a wage agreement covered by either a modern award, national minimum wage, or registered agreement. To find out how much you are entitled to earn you can use the Australian Government's online Pay Calculator.

Are you entitled to 'penalty rates?'

As a casual employee, you are often entitled to 'penalty rates.' These are pay increases that are applied when you work overtime, on public holidays, Sundays or during late night or early morning shifts. Check your award online, and make sure you discuss this with your employer.

Are you feeling bullied, harassed or discriminated against at work?

Workplace discrimination and sexual harassment are against the law in Australia. If you feel bullied, unsafe, afraid or discriminated against at work, the first thing you need to do is to tell someone about it. Your educational institution has student support services available to help you in this situation. If you ever feel in any immediate danger, don't hesitate to call the police on 000.

As an international student in Australia, you are entitled to join a union or to make a complaint with the Ombudsman or the Human Rights Commission.

For more information about your work rights you can visit the Fair Work Ombudsman

*For more information please visit Homeaffairs.gov.au.

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LINKEDIN



- Use the cover photo feature to create a tailored image that reflects your personal brand and industry experience. If there's one place to exercise your creativity on LinkedIn, it's the cover photo!
- Make sure your profile picture is a true representation of you right now. Use a high-resolution image, pick a background that isn't distracting, don't use too many filters, and ensure your audience can see your face.
- Your headline must include the keywords you want to be found for via the search function e.g. 'Certified Public Accountant (CPA) | Property Accountant | Real Estate & Construction Accounting'. Ensure it stands out from the crowd, speaks to your ideal client and reflects the benefits you can bring to a business.
- The summary section should never be written in third person this is unnecessary, as you should be trying to connect with your audience by speaking directly to them.

This is an opportunity to highlight your career story – where you have been, where you are now, and where you are headed.

- Your professional experience section should be succinct and focused leave the detail for your CV. Highlight your achievements and outcomes in each role, not your day-to-day responsibilities. And don't underestimate the power of adding media here this can include portfolio snapshots, projects you've worked on, or links to external websites or resources.
- Voluntary experience paints a strong picture of your ability to proactively develop your professional skills and abilities in a co-curricular context. Hiring managers want to see internship experience listed, as well as any community-driven volunteering which complements your passions and career desires.
- Being able to speak more than one language can be valuable to an employer, particularly in Australia, where many organisations already do business in international markets. List this under the 'languages' feature and detail your level of proficiency.

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MAKE A JOB SEARCH PLAN

Just like a project, undertaking study, or updating your skills, searching for a job requires goals, milestones and planning.

Planning will help keep you on track, avoid the 'I can't get a job' panic, and allow for a few rewards along the way.



A few key tips to keep your job search organised:

- Make sure to set-up a dedicated workspace
- Schedule regular time blocks to research vacancies, update your resume, write cover letters and complete applications
- Use tools like spreadsheets to keep track of your applications
- Use calendar apps to set reminders for followup emails or calls
- Set up a folder filing system on your computer and to keep track of what you have provided to each employer

If you're interested in more long-term planning, SEEK offers a useful and free career planning template.

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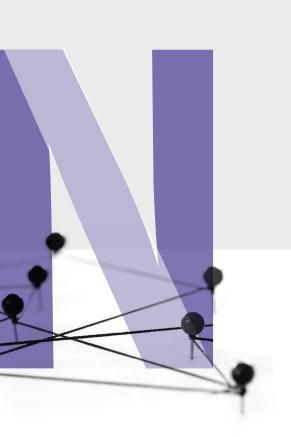
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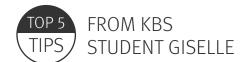
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NETWORKING



Brazilian KBS student, Giselle, was offered a job opportunity as a software developer and data analyst through a contact made at an industry event. Here's her advice:

Make sure you're attending networking events and accessing opportunities that meet your career goals

A quality business school's careers service will have access to exclusive work experience and volunteering opportunities, which is a rich avenue to meet other professionals in your industry.

There are many different types of networking events/ forums that you can explore including industry events, graduate events, Meetups and Facebook groups. Preparation is key

There's nothing like feeling prepared to give you the confidence boost to step out of your comfort zone. Here are a few pre-event pointers:

- Consider attending your first event with a student who has more experience at networking events – it can help to see a confident networker in action
- Speak to a careers advisor at your school, or a business mentor (a professional who offers his or her knowledge, wisdom and advice to someone less experienced) ahead of the event to gain any valuable tips
- Research the event you're attending so you know what to expect and the type of professionals and businesses you'll be interacting with
- Try to arrive early this will give you the chance to approach people and introduce yourself before they've had time to form groups



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OVERCOMING COMMON OBSTACLES

Job seeking can be a learning curb and, on occasion, those entering the job market or seeking work abroad may be faced with a few obstacles:

1. Getting your foot in the door

After reading (for the millionth time) that a job you desire requires a certain amount of 'local experience', it's easy to lose heart and not know how to get that proverbial foot in the door. Your best options are to draw on existing contacts, touch base with your student or teacher network, join employment boards and explore volunteering and internship opportunities.

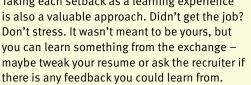
2. Overcoming feelings of self-doubt

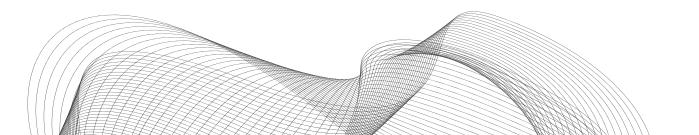
Even the most senior professional will experience self-doubt when making a career leap. It's important you don't compare yourself to your friends or former students — your process and journey are your own.

Taking each setback as a learning experience is also a valuable approach. Didn't get the job? Don't stress. It wasn't meant to be yours, but you can learn something from the exchange -

3. Knowing when the timing is right

Irrespective of what field you're in, there is always a 'right' time to approach potential employers. Get your timings right by signing up to the company's employment portal, following them on LinkedIn, and researching their performance and growth (a good indicator as to whether they might be hiring soon!).





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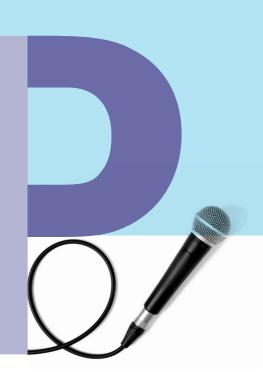
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PERFECT YOUR INTERVIEW SKILLS



Research and prepare – when you fail to plan, you plan to fail

- Make sure you research the background of the company and find out what the culture is like. If you know people working for the company, you can get in contact with them.
- Have a look at the position description prior to the interview so you know what skills and competencies they are looking for and think of different examples you can use to demonstrate them.
- Be prepared with answers to common questions for example, the first interview question, 'Tell me about yourself'.



Make a good first impression!

- If you are unsure about the dress code, you can give the organisation a call to make sure you dress appropriately.
- Plan your trip to the interview in advance, taking into consideration peak hour traffic, etc.
- Make sure you treat everyone you meet in the office well. Introduce yourself to the receptionist in a friendly manner. Remember to smile and be confident!



Ask questions

 Asking thoughtful questions shows that you are genuinely interested in the company and it also proves that you have done enough research to seek clarifications on parts that you are unsure about. B C D

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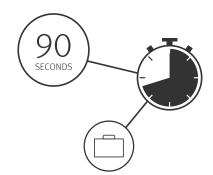
Use the STAR approach

This approach can help you structure your answers especially for situational questions (specific questions about how you might handle a real-life scenario on a job or how you've handled it previously). For example, 'Tell me about a time you've shown leadership on a project?' It's good practice to think about some strong examples from your prior work experience as part of your preparation.

STAR stands for:

- Situation: An event, project, or challenge faced
- Task: Your responsibilities and task for the situation
- Action: Steps taken to rectify situation
- Result: Results of actions taken

Did you know that **33% of bosses say they know within 90 seconds** whether they will hire someone?*



*Source: Classes and Careers



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QUESTIONS TO ASK DURING A FIRST INTERVIEW



Asking the right questions can be critical to advancing in the recruitment process. It's very important that an interview is an even exchange; ask questions when relevant and useful, and make sure you listen actively to the answers.

- Can you tell me about the day-to-day responsibilities of this job?

 This question can give you greater insight into the micro-level responsibilities that make up the role.
- What do you think are the most important qualities for someone to excel in this role?
 This response will give you an understanding of the company's culture and values.

- What are your expectations over the next 6 months?
 This can help to find out more about your employer's expectations and vision for this role.
- (4) Can you describe the culture of the company? It's important to ensure the company's values and working style, align with your own.
- Where do you think the company is headed in the next 5 years?

 Planning for the future is a great sign and shows the employer that you see yourself growing within the organisation.
- What is the typical career path for someone in this role?
 This question gives a sneak peek about career advancement opportunities.
- What are the next steps in the interview process?
 This question shows that you are eager to move forward with your application. It also helps you gain important information about the timeline for hiring so that you can follow up in the most appropriate manner.

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REFERENCES

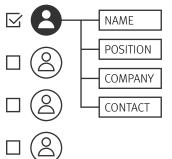


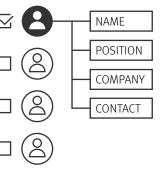
At some point during your job search, a potential employer will request references. Typically, it will be when the company is seriously interested in you as a potential hire.

Plan ahead and get your references in order before you need them

It will save time scrambling to put together a list at the last minute.

- You should provide at least 1–2 professional references This person is usually a former manager or supervisor who can provide details about your performance, general character and work ethic.
- When listing your references, make sure to include their name, position, company, and contact details Alternatively, 'available upon request' is commonly used if you don't want to list your references in your resume.





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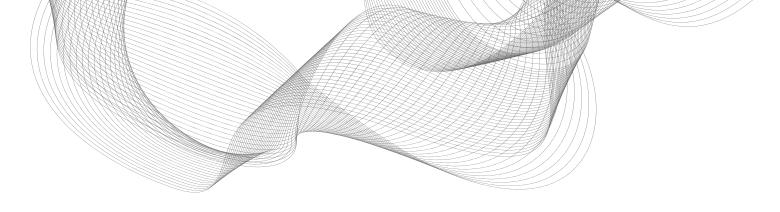
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SMES

Did you know that small and medium-sized enterprises (SMEs) make up approximately **97% of all businesses in Australia?**

As a student, it can be a missed opportunity to think that the traditional graduate or intern scheme at a large corporate is the only route to success.

Working at an SME can be a valuable platform for professional development and career progression – they tend to offer less hierarchy and more hands-on experience, innovation, flexibility and collaboration.



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^{* (}www.asbfeo.gov.au)



TAX FILE NUMBER (TFN)

If you're stepping into the job market, a Tax File Number is a must in Australia (unless you want to be taxed up to 47% of every dollar you earn!). Here is a simple run sheet of what you need, and what steps to take to obtain a TFN:

You will need:

☑ Passport

☑ Australian phone number

✓ Valid email address

☑ Details about your workplace

✓ Personal details

STEPS:

- Log onto the Australian Tax Office (ATO) website.
- Access the relevant application portal for residents, foreign passport holders, or people living outside of Australia.
- Have your details, information and credentials ready.
- Fill out the form to your best ability.

nce your form has been filled out and accepted y the ATO, you should receive your Tax File umber within 28 days.

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UPDATE YOUR CV

Formatting your CV so that it's tailored to the Australian market should be a priority in your job search plan.

Do's and don'ts for Australian CVs

DO

- ✓ Tailor your CV to the specific job you are applying for
- ✓ Include an executive summary
- List your employment history in reverse chronological order (i.e. most recent job listed first)
- ✓ Use clear and concise language when describing your responsibilities and achievements
- ✓ Check spelling using Australian English

DON'T

- ✓ Make your CV longer than two pages
- Include irrelevant personal details such as your age or marital status
- \checkmark List experience that is over 10 years old
- ✓ Use an unprofessional email address (generally your email should contain a combination of your first and last name, and a number or two if necessary)
- ✓ Use too many different font sizes. Italics, underlining, shading and graphics are also best avoided

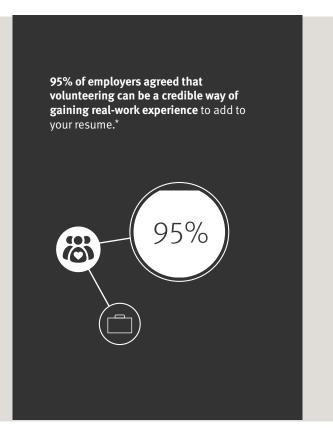
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VOLUNTEERING

Most recent statistics state that 6.1 million Australians volunteer per year. Volunteering is a very popular way to gain professional experience, hone skills, make new contacts, and work in different businesses and work environments.

It's worth becoming familiar with portals that can get you in touch with reputable businesses and organisations. Kaplan Business School's Careers Central can help students access various volunteering opportunities across our campuses.



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^{*}SEEK Volunteer research, www.seek.com.au, 2019



WRITE AN EFFECTIVE COVER LETTER



A cover letter is a half to one single-page A4 letter that you include with your job application. This is your sales pitch that will market your credentials so it's very important to make each word count.

The cover letter should express straight-to-the-point information about your key skills and the unique

information about your key skills and the unique value you can add, with some personal touches.

2 Make it punchy
A cover letter should complement, not duplicate, your
CV. Be sure to include bullet points listing measurable accomplishments (with supporting statistics).

Grammar matters
It needs to be well-formatted, accurate, focused and easy-to-read, with no spelling or grammatical mistakes.

Be personal

Be sure you customise all your cover letters, writing a fresh, tailored cover letter for each job application. Always address your cover letter to a specific person.

Format to show intent

- Salutation start by addressing your cover letter to a specific person.
- 2. Opening statement express what you feel makes this organisation and role special, and how it aligns with your interests, skills and core values.
- 3. Body next two paragraphs should detail your most relevant previous roles (skills and experience acquired) and how you can transfer this knowledge to the new organisation.
- 4. Closing statement ensure it's personalised, solution-focused and positive. Highlight why you would like to work for this organisation and how you will be a genuine asset to the business. Finish off by thanking the employer for their consideration.

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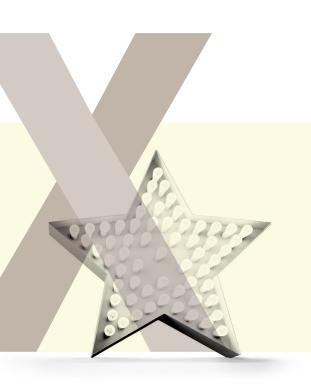
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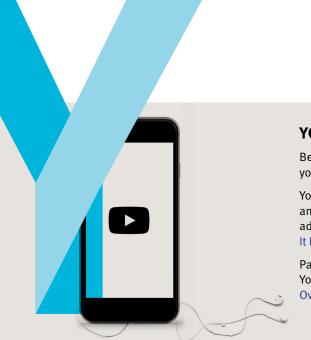
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X-FACTOR

All of us have that certain something about our personalities that make us a unique professional. In job-seeker terms, this is your X-factor. Allow your X-factor to shine by pointing out complementary aspects of your personality that gel well with your potential role or future company.

For example, are you a shy person? Great, that could mean you are sensitive to the needs of your team. Do you love critical thinking? That can be an asset in terms of strategic and innovative thinking.



YOUTUBE FOR JOB SEEKERS

Be sure to use all the free online resources available to you – it will make you a smart and informed job seeker.

YouTube has an abundance of profiles, organisations and professionals who use the platform to offer career advice such as the much acclaimed TEDx Talks and Work It Daily.

Particularly useful to your search may be Australian YouTube channels such as Insider Guides, Internash, Overseas Students Australia and SEEKJobs.



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ZEAL AND RESILIENCE

According to analysis by global jobs site Indeed, Australians wait an average of 82 days between starting a job search and securing a new position.

The search can be disheartening but it's important to never lose sight of what it is you want to achieve and take every small win (and loss) as they come.

Try to treat each setback as an opportunity to gain honest feedback that you can use at your next interview. It can also help you identify new skills you could learn and build your professional resilience.

'OPPORTUNITIES DON'T HAPPEN, YOU CREATE THEM.'

CHRIS GROSSER, ENTREPRENEUR

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GOOD LUCK FROM KAPLAN BUSINESS SCHOOL

For more career tips check out our blog: www.kbs.edu.au/blog

Or find out more about Careers Central: https://www.kbs.edu.au/student-life/careers-central