



**INDUSTRY
TRAINING
HANDBOOK
2009**

CONTACT DETAILS:

CAREER SERVICES
409 Kelly House

Phone: 9446 1042
Email: studentservices@icms.edu.au
Attention: Career Services

Hours: 9.00 a.m. – 12.00 p.m.
2.00 p.m. – 5.00 p.m.

INTRODUCTION TO INDUSTRY TRAINING

Industry Training provides students with an opportunity to apply theoretical concepts and principles in the workplace and develop practical workplace skills. During Industry Training students have a valuable opportunity to make a positive and professional impression upon their chosen industry, and to develop a strong network of industry contacts and referees.

Industry Training is coordinated by Career Services section of Student Services and is a compulsory component of all programs. Students are required to undertake employment with an Industry Partner that is relevant to the stream of study being undertaken.

The following hours are required to complete Industry Training:

- 4 months and 600 hours for the Diploma programs; and
- 8 months and 1200 hours for the Degree programs.

PERFORMANCE APPRAISALS AND ASSIGNMENT

The workplace supervisor completes two Performance Appraisals: For diploma students, one at the half-way point and one at the end of the term of Industry Training; Associate Degree and Degree students, at the end of the first term of Industry Training and the other at the end of the second term of Industry Training.

The student must complete one workplace assignment that is due by the end of week 10 of the second term of Industry Training. This assignment is to be submitted via Blackboard.

The student is required to meet with their supervisor at the beginning of Industry Training to discuss the requirements of both Performance Appraisals. This will enable the student and their supervisor to set goals and Key Performance Measures to meet requirements of the role and of the Industry Training program.

Career Services will coordinate the distribution of the Performance Appraisals to the supervisor. Career Services will also coordinate a meeting to review the Performance appraisal with both the Industry Partner and the student at the beginning of the second term of industry training.

PASS MARK

Both Performance Appraisals and the Industry Training Assignment are essential requirements to complete Industry Training. Students are expected to achieve a pass grade (50% plus) in all the assessments to satisfy the requirements.

- Progress Report: 30%
- Final Report: 30%
- Assignment: 40%

INDUSTRY TRAINING PREPARATION PROGRAM

In order for students to be prepared for Industry Training, Career Services requires all students to undertake an Industry Training Preparation Program. This program includes a number of compulsory activities including:

- Satisfactory completion of a professional resume. (This requirement is included in the Service Management subject to be completed by all students in term one of their study.)
- Attendance at Industry Training Presentations held on week 2, 4 and 6 of term two.
- Completion of a Mock Interview during weeks 3-5 of the term prior to Industry Training.
- Attendance at an individual pre-placement session with Career Services. During weeks 6-8 of term two.

Once the student meets all the expectations of the Industry Training Preparation Program Career Services will begin introducing students to Industry Partners as candidates for Industry Training roles. Career Services will submit your resume and arrange interviews on your behalf.

This Handbook covers all aspects of Industry Training and outlines the requirements and expectations of students preparing for, and undertaking Industry Training. This Handbook should be kept with the student at all times throughout the process.

Career Services is available to provide on-going support and guidance for all students in regards to Industry Training.

SECTION ONE

Industry Training Preparation Program

INDUSTRY TRAINING PREPARATION PROGRAM

1.1 EXPECTATIONS OF STUDENTS

a) COMPULSORY PRESENTATIONS (Weeks 2, 4 and 6)

Students are expected to attend all compulsory presentations and activities and complete all relevant requirements of the Industry Training Preparation Program as outlined in the Industry Training Handbook.

Career Services will record attendance at all presentations and monitor completion of all other requirements for Industry Training.

b) MOCK INTERVIEWS (Weeks 3 – 5)

Students must attend a Mock interview

The Mock Interview process is designed to give students confidence by giving them a realistic practice where they receive a detailed report from an industry professional outlining the areas that need improvement. Preparation for the Mock Interview is essential and the student needs to research the competencies required for the role and the company that they are applying to work for. On the day the student should attend the interview in full College Uniform and be sure that grooming is impeccable. The student must present a corrected resume to the interviewer.

A detailed report regarding the student's interview performance and suggested areas for improvement will be provided to the student at their individual 'Pre-placement' session with Career Services representative. The student is required to address the interview areas requiring improvement prior to their actual employer interviews.

c) INDIVIDUAL PRE-PLACEMENT SESSION (Weeks 6 – 8)

Students must undertake a pre-placement session with a Career Services representative.

At these sessions the student and the Career Services representative will discuss potential roles, locations and employers.

d) PREPARATION FOR EMPLOYER INTERVIEWS

Students are expected to prepare for the employer interviews which Career Services has arranged on their behalf. This includes:

- Having prepared a professional voice mail greeting on phone(s)
- Answering the phone in a professional manner
- Keeping your resume up to date (if you add new information to your resume please send a soft copy to Career Services)
- Having completed a review of key competencies for the role and prepared examples that demonstrate these competencies.
- Having completed organisational research on the company
- Having completed research into factors affecting the industry
- Being punctual at all times
- Displaying a professional conduct
- Ensuring that your professional presentation is maintained

It is important to note that individual employer timelines will vary. Students should be aware that Career Services will do all possible to assist them to secure a position for Industry Training.

Career Services will arrange the interview for the student and confirm the employer name, address, interviewer name(s), date and time.

Declining an interview/job offer is not acceptable:

Career Services will advise the student of Industry Training roles prior to sending resumes. Once the student has confirmed that they would like to apply for the role, they are obliged to accept a job offer from that company.

If, due to extenuating circumstances, the student cannot accept the Industry Training position that they have been offered through Career Services, they must advise Career Services immediately by phone and in writing so that individual circumstances can be considered.

e) EMPLOYER INTERVIEWS

Career Services will be advised by the employer whether the student has been offered an Industry Training role. If a student has been unsuccessful, feedback on interview performance will be provided to the student by Career Services. Students are encouraged to work on areas for improvement to be well prepared for another interview.

f) SATISFACTORY ACADEMIC STANDARD

Students are expected to maintain a satisfactory academic standard.

Should a student not meet the required level of a GPA of 2.00 for an Associate Degree and Degree course prior to commencing Industry Training, the student will need to commit to an individual study plan to bring marks to the level of a GPA of 2.00 by the end of the term following Industry Training.

Students are not permitted to change from an Associate Degree or Degree to a Diploma while on Industry Training. This is only possible to change in the term prior to Industry Training in order to maintain consistency with Industry Partners and agreed tenure of two terms.

g) TAX FILE NUMBER AND WORKING VISA

Students are expected to have a Tax File Number and international students are expected to gain a Work Visa allowing them to work legally in Australia.

All students are required to have a valid Tax File Number (TFN). This number identifies you to the Australian Tax Department and ensures you pay the correct amount of tax for your income bracket. Should you require any further information regarding visas or your TFN, please contact Student Services.

Prior to commencing work students are required to apply for a Work Visa (8105). You can apply online. The process normally takes two (2) working days.

h) ACCOMMODATION AND INDUSTRY TRAINING

Students should not arrange their accommodation until they know where they will be working during their Industry Training.

Students should not arrange permanent accommodation until they know where they will be working during their Industry Training. Students requiring temporary accommodation may apply to the College Operations department for temporary on-campus accommodation. This arrangement will be subject to availability and at the discretion of College management and a weekly fee will apply.

i) EXEMPTION FROM INDUSTRY TRAINING

Students wanting to apply for exemption from Industry Training are expected to make their application by the end of Week 6 of the Industry Training Preparation Program in term 2.

In order for a student to be eligible for an exemption from Industry Training the student must have accrued the required industry hours with an appropriate employer and achieved a consistently high standard of work performance during their period(s) of employment.

In order for the College to assess an application for exemption a student must provide relevant references from their previous employer(s). These references must: be on the employer's business letterhead, be written in English (if not written in English, an official English translation must be provided), include the dates of employment and the position(s) held and provide a description of the work performed and standard of performance. In addition, the student is also required to provide, TWO (2) names, titles and phone numbers of people who we can contact to verify employment (payroll, manager, supervisor etc.), plus a brief letter of request. This is to be submitted by email to the Career Services Manager.

j) ARRANGING YOUR OWN INDUSTRY TRAINING

Students are required to inform Career Services of their plans before or during the pre-placement interview. They are required to undertake and comply with Industry Training expectations of the Industry Training Preparation Program.

When providing confirmation of employment to Career Services you are required to include employer and supervisor's contact details, an official contract of employment and your contact details during Industry Training.

k) INDUSTRY TRAINING TRANSFERS/PROGRAM CHANGES

Any students transferring to ICMS or changing programs and wishing to undertake Industry Training should contact Career Services during Week 1 of term.

INDUSTRY TRAINING PREPARATION PROGRAM

1.2 TIMETABLE FOR STUDENTS

Industry Training presentations will cover topics such as resume presentation, interview preparation and professional conduct

Week 2	➤ Industry Training Seminar
Week 4	➤ Industry Training Seminar
Week 6	➤ Industry Training Seminar
Weeks 3-5	➤ Mock interviews - including feedback from interviewer.
Week 6-8	➤ Individual Pre-Placement Session
Week 8	➤ Interviews with employers commence

SECTION TWO

During Industry Training

DURING INDUSTRY TRAINING

The Industry Training period is approximately 4 months and 600 hours for Diploma programs and 8 months and 1200 hours for the Associate Degree and Degree programs. During this period students may be employed on a casual, part-time, or full time basis (and in exceptional circumstances on a voluntary basis, subject to College approval).

2.1 EXPECTATIONS OF STUDENTS

a) START AND FINISH DATES

Students are expected to comply with the start and finish dates for Industry Training.

Start date: within two weeks after the last day of the pre-industry training term. (Subject to Industry Training availability and job offer.)

Students must not take holidays prior to Industry Training.

Finish date: at least eight months after the start date and no later than one week before the start of term 5.

It is important that students comply with their Industry Training dates. On occasions the employer may request that a student begin their industry position earlier than stated or continue slightly beyond the finishing date. This is at the discretion of the employer and students are expected to be flexible in this regard.

Should a student not begin their Industry Training by the start date due to factors beyond their control (e.g. an employer delay) the student will not be penalised. Any such delay will be taken into account and the total number of hours to be completed will be adjusted at the discretion of the Career Services Manager.

Students should not leave their Industry Training role without prior approval from Career Services. The student is requested to work consultatively with their employer and Career Services should extenuating circumstances arise or if they wish to cease employment.

b) PERSONAL AND PROFESSIONAL CONDUCT

Students are expected to abide by the policies and procedures applicable to their workplace and exhibit the highest standards of personal and professional conduct at all times.

Failure to comply with this expectation may result in disciplinary action and possible dismissal from your Industry Training position by the employer and possibly a 'Fail' grade for your Industry Training.

In addition, students are required to be pro-active in seeking feedback on their performance and making improvements as necessary. This feedback allows the student the opportunity to meet their goals, achieve agreed performance measures and enjoy a positive experience during their Industry Training. Establishing

strong referees at the end of this period is an invaluable benefit for the students longer term career aspirations.

c) COMMUNICATION WITH YOUR SUPERVISOR

Students are expected to regularly meet and communicate with their supervisors to discuss performance.

This feedback allows the student the opportunity to achieve continued improvement, gain an understanding of employer expectations and ensure a smooth transition to the workplace. Students are expected to devote the utmost care and dedication to learning their new role with their chosen employer. Requests to change employers will only be considered in exceptional circumstances.

d) COLLEGE EMAIL AND BLACKBOARD

Students are expected to access their College email and Blackboard regularly whilst on Industry Training.

Career Services will communicate with students via email and Blackboard throughout their Industry Placement. It is the student's responsibility to regularly check and ensure that their current College email is operational. Should you have any concerns with your College email account contact the **Information Technology Department +61 2 9466 1068** or via email on helpdesk@icms.edu.au.

e) PROGRESS ASSESSMENT

Students are expected to communicate with a representative from Career Services regarding supervisor's contact details and scheduling a 'progress assessment'.

Progress assessments will be conducted at approximately the two month point for Diploma students. Progress reports for Associate Degree and Degree students will be conducted at approximately the four month point. The supervisor will complete the performance report and this will be used as the basis of discussion. Following this, Career Services representative will communicate with the student to provide the supervisor's feedback, and set goals for future professional development.

f) AVAILABILITY FOR EMPLOYMENT

Students are expected to be flexible with their employers in terms of availability.

The employer will indicate when an employee is required to work, either via a roster or set hours as outlined in the employment contract. It is the student's responsibility to check their roster regularly. Students are expected to be flexible as you may be required to work weekends or later shifts at short notice.

Employers are likely to accommodate requests for leave on rare occasions, provided adequate notice is given. However, continued inflexibility in relation to availability will not give a positive impression and may impact on the employer assessments and may result in a 'Fail' grade.

g) TAKING LEAVE

Students are expected to advise Career Services if they plan to ask their employer for holiday leave or time off. This must be approved by Career Services before requesting this from the employer.

Career Services will have discussion with students on the leave they wish to take before the request goes to the employer.

In relation to sick leave, students are expected to abide by the relevant employer policy. Career Services requires the student to forward a copy of the medical certificate to Career Services, within 7 days for any absences of three or more days.

h) WORKPLACE CONCERNS OR GRIEVANCES

Students are expected to be pro-active and maintain a professional approach if they have any work concerns or grievances by discussing the issues with their employer and working constructively towards a resolution.

Should a student be counselled or reprimanded at work they should listen attentively. When at fault, the student should apologise and assure the supervisor that there will not be a repeat incident. If not at fault, the student should calmly state their case in a constructive, professional manner. Should the student require any additional advice or support they should contact Career Services. Should a student receive a letter of warning they must retain the paperwork and contact Career Services immediately.

i) TERMINATION OF YOUR EMPLOYMENT CONTRACT

Students are expected to advise Career Services immediately if they wish to terminate their employment contract.

Career Services will engage in discussions with the student and employer to determine the circumstances surrounding the request to terminate the contract.

Except in extenuating circumstances, all students will be required to complete their Industry Training in the position they began. For many students Industry Training is their first exposure to the workplace and may

prove challenging. Students are encouraged to be patient and allow themselves time to settle-in to a new position. Be proactive and display a genuine willingness to learn and this will assist in your transition to the workplace.

Should you need any additional advice or support please contact Career Services to provide assistance.

Resignation from Industry Training employment without prior approval from the Career Services Manager will result in a 'Fail' grade and may result in the cancellation of the student's enrolment.

j) DISMISSAL FROM YOUR POSITION WHILE ON INDUSTRY TRAINING

Students who are dismissed or retrenched from their Industry position are expected to immediately contact Career Services.

Employer dismissal from your Industry Training position may result in a 'fail' grade. Career Services will engage in discussions with the student and employer to determine the circumstances surrounding the dismissal. Depending upon the circumstances, penalties may include a requirement to repeat industry training, complete additional Industry Training hours, or academic dismissal.

k) STUDYING DURING INDUSTRY TRAINING

Students are not normally permitted to undertake any study at ICMS during Industry Training. However, in certain exceptional circumstances permission may be given to enrol, and applications are considered on an individual basis. Students should make their request to the Career Services Manager (via Student Services).

l) INDUSTRY TRAINING HOURS

Students are expected to accrue the minimum number of required industry hours via continuous employment over the specified 4 month (Diploma program) or 8 month (Associate Degree and Degree programs) period.

Written confirmation from the employer is required to verify that the student has achieved this requirement of the course.

Often employers cannot guarantee a particular number of hours, with the number of hours per week fluctuating on a week-by-week basis. In order to accrue the number of hours required by the College students should not limit their availability when hours are available. Where the student becomes concerned, please contact Career Services and you will be given further advice.

Students are free to accept additional employment elsewhere during their Industry Training period provided this does not interfere with their obligations to their Industry Training employer. This option may also assist concerned students to obtain any extra required hours. However, any hours accrued in a second position

will not count towards Industry Training unless you have notified Career Services of the second position and obtained prior approval.

It will be the student's responsibility to prove the number of hours worked at the end of employment. Details should be included on the Final report. Alternatively, the students can request a letter (must be on letterhead) from either the Human Resources or the Accounts department in their company stating the number of hours they have worked and forward it to Career Services. Students can also request that an e-mail is sent directly to the following e-mail address: studentservices@icms.edu.au Attn: Career Services

Should a student not achieve the required number of hours, Career Services will determine whether this is due to factors outside the student's control (ie. economic conditions) or factors within the students' control (ie. making themselves unavailable for employment).

Based on this information Career Services will make a determination as to whether additional make-up hours are required.

Should a student be directed to complete additional hours by Career Services, the hours must be undertaken with an approved employment provider (seek pre-approval from Career Services if in doubt). These industry hours can be completed during the remainder of your course (on a part-time,/ casual basis for example). The student will need to provide written confirmation of these hours to Career Services before the student will be deemed to have satisfied this condition of your Industry Training.

m) LEARNING OUTCOMES FROM INDUSTRY TRAINING

Students are expected to achieve desired learning outcomes for Industry Training.

There are two expected learning outcomes from Industry Training.

The first is to *"achieve proficiency in areas such as customer service, communication, professional aptitude and practical workplace skills."* The second is the ability to *"link the applied knowledge and skills learnt during your employment to overall theoretical concepts and principles."*

Please refer to section 2.2 Industry Training Assessment for further information.

2.2 INDUSTRY TRAINING ASSESSMENT

ASSESSMENT REQUIREMENTS

Students are expected to satisfy the requirements for Industry Training by achieving the desired learning outcomes.

The first desired learning outcome is to “*achieve proficiency in areas such as customer service, communication, professional aptitude and practical workplace skills.*” Career Services will receive copies of the student’s supervisor report (s) to determine whether this learning outcome has been achieved.

The second desired learning outcome is the ability to “*link the applied knowledge and skills learnt within your employment to overall theoretical concepts and principles.*” Career Services will receive and assess an assignment from the students during their Industry Training period to determine whether this learning outcome has been achieved.

Should a student fail to meet any or all of the industry training assessment requirements, the Career Services Manager in conjunction with the Head of Program will review the results for the purpose of determining the student’s academic status. Depending upon the circumstances of the fail grade, penalties may include (but are not limited to) a requirement to resubmit the assignment, complete additional Industry Training hours or academic dismissal.

Students who have not satisfied all the requirements upon their return to College will be recorded as ‘Incomplete’ for Industry Training until they meet all the requirements as outlined by Career Services. Students may be ‘Incomplete’ due to Career Services not yet receiving all assessment items, including; supervisor report(s), confirmation of completed Industry Training hours, completion of Industry Training make-up hours and/or assessment. Students will be unable to complete their respective program and therefore will not be eligible to graduation until the requirements of Industry Training are met. It is the students responsibility to follow up with Career Services in relation to any missing assessment.

The Progress and Final Supervisor’s Reports will be marked as follows:

Progress Final Marks	4 marks	3.5 marks	3 marks	2 marks	0
	Outstanding (Consistently exceeds expectations)	Above Average (Frequently exceeds expectations)	Satisfactory (Meets expectations)	Improvement Needed (Not consistently meeting expectations)	Inadequate (Does not meet expectations. Limited Industry Training potential)

The second desired learning outcome is the ability to “*link the applied knowledge and skills learnt within your employment to overall theoretical concepts and principles.*” Career Services will receive and assess an Assignment from the student during their Industry Training period to determine whether this learning outcome has been achieved.

Assignment (Academic) is to be submitted via Blackboard by 5pm on the Friday of Week 10 of your final term of Industry Training. The Assignment is 2,000 words, is worth 40% of your overall mark for Industry Training and you must achieve a pass grade. Please refer to Appendix J for a copy of the Assignment and assessment criteria.

If submitted after the due date the Assignment (Academic) will be subject to the following marking penalties:

Days overdue	Penalty	Maximum achievable result
One	5%	95% of mark
Two	10%	90% of mark
Three	15%	85% of mark
Four	20%	80% of mark
Five	25%	75% of mark
Six	30%	70% of mark
Seven or more	Automatic assessment failure	0%

Please note: Saturday and Sunday are counted as 2 full days within the penalty schedule

Please Note: Students wanting to request late submission for the Assignment are required to complete a Request for Assessment Extension form no later than two days prior to the due date. Career Services will not consider an application for extension beyond this timeframe. The form must then be submitted to Career Services who will determine the student's eligibility for an extension. If the request for extension is denied, the student must submit the assignment by the due date.

When submitting the Assignment students are expected to keep to the specified length. A word count that is more than 5% under or over the specified limit will be subject to the following penalties;

Under / Over (%)	Penalty (%)
> 5 and < 10	5
>11 and < 15	10
> 16 and < 20	15
> 21 and < 25	20
> 26 and < 30	25
> 31 and < 35	30
36 or greater	Automatic 'fail' grade

Please note;

- The word count must be listed on the cover page of your Assignments.
- The word count does not include direct quotes and reference list.

ASSESSMENT DUE DATES

Students are expected to be familiar with the assessment due date for their Industry Training period (see summary below; these dates will be provided during the first Presentation of the Industry Training Preparation Program and reinforced via email).

Start Industry Training

Within two weeks of the end of term 2. Students are not permitted to take holidays prior to Industry Training.

(Students are required to forward a copy of their employment contract to Career Services within 2 weeks of commencing work.)

Progress Supervisor's Report:

To be collected at your progress visit.

Industry Training Assignment

Week 4 of your final term of Industry Training

Final Supervisor's Report:

Student to ensure that their Supervisor has forwarded to Career Services by completion of their Industry Training.

Hours

Final hours are to be included on the Final Report.

Finish Industry Training

At least four months after the start date for Diploma students. At least eight months after the start date for Associate Degree and Degree students.

SECTION THREE

Post Industry Training

3.1 RETURNING TO COLLEGE AFTER INDUSTRY TRAINING

a) RETURN TO COLLEGE

Students are expected to return to their College studies after their Industry Training period.

In the spirit of the College / Employer relationship, and our shared commitment to industry education, all employers are committed to ensuring students return to full-time study following their Industry Training period.

Employers may offer their Industry Training students on-going casual / part-time employment, beyond the Industry Training period, whilst students resume and continue their full-time studies. Any additional employment offered by the employer, beyond the Industry Training period, is entered into between the employer and student.

b) COMPLETION OF ASSESSMENT REQUIREMENTS

Students are expected to have satisfied the assessment requirements of Industry Training upon returning to College.

When students return to College, all three assessment items (as outlined in 2.2 Industry Training Assessment) must indicate a pass grade and students must have accrued the required 600 (diploma) and 1200 (associate degree and degree) working hours (and provided written confirmation of this). Students must have also exhibited the highest standards of personal and professional conduct at all times.

The grading scale is outlined below;

Below 50% = Fail

50% - 100% = Pass

Any assessment not completed or submitted = Incomplete / Fail requirement

The student must achieve a pass mark for each individual assignment as well as complete the required number of hours in order to successfully complete industry training.

Upon satisfying all the requirements of Industry Training the individual grades for each assessment item are entered against the students Industry Training subject (IND 212) within the student record system. These individual grades for each assessment item will be referred to in future for any Industry Training awards.

Industry Training is recorded on your Academic Transcript as a Pass or Incomplete or Fail.

Students who have not satisfied all the requirements upon their return to College will be recorded as 'Incomplete' for Industry Training until they meet all the requirements as outlined by Career Services.

Students may be 'Incomplete' due to Career Services not yet receiving the students Final Supervisor's Report and /or the student not having yet completed the total industry hours required. Students will be unable to graduate from their respective program until the requirements of Industry Training are met.

c) CERTIFICATE OF ACHIEVEMENT

All students are expected to strive for excellence during their Industry Training placement. In recognition, Career Services will award a Certificate of Achievement to the most outstanding Industry Training student in each course.

The selection criteria is the accumulated mark for all assessment items undertaken during Industry Training. The returning Industry Training student with the highest accumulated mark for each course group will be the recipient of the award. Additional factors such as employer recognition awards and promotion will also be included in the assessment criteria.

d) REFLECT AND USE YOUR INDUSTRY TRAINING EXPERIENCES

Students are expected to continually reflect and draw upon their Industry Training experiences.

The studies you undertake in the remainder of your course will benefit greatly from the practical workplace perspective you have gained during Industry Training. Students are encouraged to use this experience to provide examples of and critically analyze the models, theories and principles being studied. Doing this you will greatly enhance your learning experience.

SECTION FOUR

Appendices

MOCK INTERVIEW ASSESSMENT

To be completed by the interview assessor.

Interviewer Name:

Student: Date of Interview:

Position Student applied for:.....

Expected time of arrival: **Actual time of arrival:**.....

Please complete the student's mock interview based on the following criteria:

	Excellent	Good	Fair	Inadequate
Standard of grooming				
Posture				
Eye Contact				
Comprehension				
Spoken English				
Knowledge of employer				
Level of enthusiasm				
Confidence				
Did the student smile	Frequently	Occasionally	Never	
Did the student ask questions	Yes	Not enough	Never	
If so, were the questions	Relevant	Irrelevant	Mixed	

TIPS FOR A SUCCESSFUL INTERVIEW

1. Understand the purpose of the interview.

Your goal is to secure a position that you know that you have the skills to do successfully and one that is a step towards your future career goals.

The employer wants the best person for the job and someone who will fit into the company/department.

2. Ensure that you are prepared:

Know the position	(job description, skills required and key competencies)
Know the company	(market position, culture, facilities)
Know yourself	(what you have to offer the position – review your resume prior to the interview)
Know the interview	(Prepare possible questions and appropriate answers)

3. Sell yourself – detail all the positive things that you can offer your employer
4. Plan your trip and ensure you arrive 15 minutes early
5. Make sure you are well-groomed – wear your uniform and hair is neat and tidy
6. Make a good first and last impression
7. Prepare and ask relevant questions about the position and company – show you are interested
 - Be happy and look enthusiastic - **SMILE**
 - Be aware of your body language and watch the interviewer's body language
 - Support all your answers with relevant examples that demonstrate the key competencies required for the role.
 - Be original, give examples to explain where and when you displayed the skill or handled a situation
 - Make sure that you thank the interviewer
8. Send a thank you email the day of the interview

SAMPLE INTERVIEW QUESTIONS

Prepare the answers to these questions, as they will assist you in knowing the answer to most of the general questions asked in interviews.

1. Why have you chosen to study Tourism/Events/Hospitality/Retail/Sport/Property and why at ICMS?
2. Briefly describe what you know about the company.
3. Why do you want to work here?
4. Tell me a little about yourself.
5. What are your strengths/weaknesses?
6. What type of work do you feel that you would like to be doing in 5 to 10 years?
7. I see on your resume that you have worked in ... can you tell me what you enjoyed most about this position?
8. What part/s of the job did you find difficult or less rewarding?
9. What would your Supervisor/Manager in that position say about you?
10. How would your friends describe you?
11. Tell me of a time when you had a difficult customer and how you handled the situation?
12. At this stage what type of position would best suit your skills and experience?
13. Tell me about a time you have received a high standard of service.
14. Tell me about a time when you have received poor service. Why was it poor and what would have you done to provide better service?
15. Tell me of a time when you were involved in a team where you felt that one person was not pulling their weight and how did you handle it?
16. How do you best manage your time?
17. I have interviewed 10 people today; tell me three reasons why I should choose you?
18. A customer asks you to tell them about our company as they are thinking of using our services. What would you tell them?

These will not necessarily be the questions that are asked at the interview.

This list of questions is designed to give you a starting point in your preparation for an interview. When preparing your answers you are thinking through the reasons why you want to work in the industry and what you have to offer the employer. Regardless of how the question is phrased this is what the employer wants to know.

Be prepared to answer industry and role-specific questions.

In researching your industry you will learn about industry trends. You will need to know how companies within your industry recruit. You will find that some companies conduct group interviews and others rely on psychometric testing. Every company does it differently.

INDUSTRY TRAINING APPLICATION FORM

Name: _____ Student No: _____ Discipline: _____

Address: _____

Telephone Number: _____ Mobile Number: _____

College Email: _____ Private Email: _____

Your resume:

Please ensure that Career Services has a current resume. If your resume has changed please send to Career Services via email.

Based on your prior work experience, what roles do you feel you are best suited to and what type of experience would you like to gain from Industry Training?

Please indicate your top 3 preferred locations?

1. _____ 2. _____ 3. _____

Please state an achievement that you are proud of in community, work, sporting or academic situations.

Additional information and comments:

Student Signature: _____ Date: _____

Please complete this form and submit to Student Affairs when you book your pre-placement session.

INDUSTRY TRAINING DECLARATION FORM

By signing this document, I acknowledge that I understand and accept the following conditions in relation to my employment during industry training:

- I am required to accrue 600 hours of employment for a diploma or 1200 hours for an associate degree or a degree.

Regardless of *when* I achieve 600/1200 hours, I am committed to work for the employer for a continuous period and will finish my employment no earlier than the date outlined in my offer letter/employment contract.

- If I believe I have extenuating circumstances to seek approval to finish my employment earlier than the stated finishing date I must contact Career Services to seek permission before taking any such action.
- Permission to finish industry training before the stated finishing date will only be granted in such circumstances.
- I give permission for ICMS to use any information, quotes or photographs contained within my Industry Training Assessment for the purpose of marketing the organisation in future via printed materials, the internet, press media, DVD or other mediums.
- I have read, understood and I agree to abide by the expectations and policies as outlined in the document "Industry Training Handbook for 2009."

If you do not understand any of the above, please contact Career Services before signing this form.

Name of Student: _____ (please print)

Student Signature: _____

Student Number: _____

Please complete this form and submit to Student Affairs when you book your pre-placement session.

CONTACT DURING INDUSTRY TRAINING

During your industry training period the College will need to be able to contact you. Please advise Career Services if you have a change of address while on Industry Training.

Please ensure that you check you emails and clear your voicemails regularly.

EMPLOYMENT CONTRACT

Please email or mail a copy of your employment contract to Career Services.

INDUSTRY TRAINING PROGRESS REPORT



To be completed by the Student's Workplace Supervisor

Thank you for taking the time to complete this report. The information you provide will assist the College to make an accurate assessment of the student's suitability for the industry, and will be used as the basis for discussion in a meeting between the College representative and the student's supervisor/ Manager.

Establishment:	
Name of person who completed this report:	
Title/Position of above person:	
Name of Student:	
Position held by Student:	
Date Student started:	

How would you rate the student's recent performance in terms of the following criteria?

	Outstanding (Consistently exceeds expectations)	Above Average (Frequently exceeds expectations)	Satisfactory (Just meets expectations)	Improvement Needed (not consistently meeting expectations)	Inadequate (Does not meet expectations. Limited potential)	Not Applicable
Technical skills/ ability to perform role						
Comments:						
Job efficiency/ sense of urgency						
Comments:						
Product knowledge						
Comments:						
Attendance/ punctuality						
Comments:						
Team work						
Comments:						

	Outstanding (Consistently exceeds expectations)	Above Average (Frequently exceeds expectations)	Satisfactory (Just meets expectations)	Improvement Needed (not consistently meeting expectations)	Inadequate (Does not meet expectations. Limited potential)	Not Applicable
Professional attitude/willingness to achieve high standards						
Comments:						
Grooming						
Comments:						
Communication skills						
Comments:						
Taking initiative						
Comments:						
Is the student meeting your requirements overall?						
Comments:						
What are the student's strengths?						

What areas of improvement would you like to see from the student?

Did you see any areas of deficiency in the skill level of the student upon commencing Industry Training?

Has the student taken any leave/ holidays during their employment? If yes, please note approx. length of time taken:

Please indicate the **average** number of hours per week the student is working with your organization.

Average hours per week = _____

Workplace Supervisor's signature: _____ Date: _____

Your co-operation in completing this report promptly is greatly appreciated.

Thank you

Career Services
International College of management, Sydney
151 Darley Road Manly NSW 2095
Tel: (02) 9466 1042 Fax: (02) 9466 1063

INDUSTRY TRAINING FINAL REPORT



To be completed by the Student's Workplace Supervisor

Thank you for taking the time to complete this report. The information you provide will assist the College to make an accurate assessment of the student's suitability for the industry.

Establishment:	
Name of person who completed this report:	
Title/Position of above person:	
Name of Student:	
Position held by Student:	
Department:	
Date Student started:	
Date Student finished/is expected to finish:	

How would you rate the student's recent performance in terms of the following criteria?

	Outstanding (Consistently exceeds expectations)	Above Average (Frequently exceeds expectations)	Satisfactory (Just meets expectations)	Improvement Needed (not consistently meeting expectations)	Inadequate (Does not meet expectations. Limited potential)	Not Applicable
Professional attitude						
Comments:						
Motivation and interest						
Comments:						
Attendance						
Comments:						
Communication skills with customers and colleagues from diverse backgrounds						
Comments:						
Team work						
Comments:						
Leadership skills						
Comments:						

	Outstanding (Consistently exceeds expectations)	Above Average (Frequently exceeds expectations)	Satisfactory (Just meets expectations)	Improvement Needed (not consistently meeting expectations)	Inadequate (Does not meet expectations. Limited potential)	Not Applicable
Technical skills						
Comments:						
Taking initiative						
Comments:						
Did the student meet your requirements overall. This relates to the students performance						
Comments:						
Would you recommend this student for rehire?						
Is there any advice you can give the student to assist him/her to achieve success in future employment?						
Do you have any comments about any areas where the College could better prepare the student for Industry Training?						

Please indicate the total number of hours the student has worked with your organisation during this period:

Total hours = _____

Workplace Supervisor's signature: _____ Date: _____

Please be advised that for this student to recommence his/her studies this report must be completed in full and received by the College by the due date. We kindly request therefore that you return this report to the student **within the next 14 days**.

Your co-operation in completing this report promptly is greatly appreciated.

Thank you,

Career Services
International College of Management, Sydney
151 Darley Road Manly NSW 2095
Tel: (02) 9466 1042 Fax: (02) 9466 1063

INDUSTRY TRAINING ASSIGNMENT (academic)

Due Date: 5.00 p.m. Friday of Week 4 of your final term of Industry Training.

Length 2000 words

Total marks: 40%

NOTE:

1. Please refer to the format guidelines in the Style Guide. For a copy, please refer to the College website.
2. Do not write the report in the first person. (I). You must use the 'passive voice'.
3. Students will be required to refer to material from terms 1 and 2. They will also be required to refer to employer's handbooks and website.

Content of Report

A. Introduction

An introduction to your report as would be expected in any report, including a description and background of the employer.

For example:

- Ownership, location, target market, facilities activities and company values
- Outline the topics to be discussed in the report **Marks 4**

B. Body

- Comparison of Theory to Practice

This section should be used to compare the material you learnt at College with your current industry training position. List 4 examples from four different subjects where you have applied your theoretical knowledge and skills in practice. **Marks 9**

- Management Methods and Styles

Refer to your notes from applicable units of study to describe styles and methods used by management/supervisors in your workplace.

- Discuss what characteristics and qualities make a 'successful' manager.

- Compare and contrast **two differing management styles** observed within the workplace and what affect those had on staff performance/ morale.

Marks 9

- Conflict in the Workplace

Give examples of observations of conflict within the workplace and outline how conflict was dealt with and/or give examples of irate/ difficult customers and how they were dealt with

Marks 9

C. Conclusion

Summarise and evaluate your work experience. Explain what was gained from Industry Training that could not have been gained through theory. Describe how industry training improves your overall skill level and knowledge. Give a summary of suggestions that could be implemented in either your workplace or to the Industry Training programme.

Marks 10

D. List of References and Appendices

For Example:

- Course Notes
- Text Books
- Personal Communication

NOTE: Refer to the Style Guide to correctly reference material in the body of your report and in the List of References

Include all relevant supporting documentation for example:

- Training programmes
- Organisational charts

***If included you must refer to these in the body of your report*

Marks 4

F. Report Structure and Presentation

Spelling, grammar, formal versus informal language, report structure (paragraphs, headings etc)

Marks 5

Outlined below is information from Chapter Two of the ICMS Style Guide covering Assignment Layout and Word Count. Please refer to the Style Guide.

ALL written assignments must be presented according to the following:

- Typed; Font size: 12; Style: Times New Roman
- Use 1.5 or double line spacing
- Generous margins (approx 2 cm on left side of A4 paper). Right and left hand margins justified
- Number each page at the bottom centre
- Insert your name and student number in the right header
- Staple pages; do not use plastic sleeves
- Leave a blank line between paragraphs. DO NOT indent paragraphs
- Reference according to the APA method
- Include a COVER PAGE with the plagiarism declaration

WORKING IN AUSTRALIA

International Students are required to gain a visa with permission to work in order to work legally in Australia. This is gained from the Department of Immigration, Multicultural Affairs (DIMA).

All workers are also required to obtain a Tax File Number (TFN).

Working Visa Applications

- Student Services will advise the Government that you are enrolled at ICMS by the end of week 4 of each term.
- Students should then apply online for a work visa. This takes approximately 48 hours.
- Evisa allows you to lodge your application electronically.
- You will only need to visit DIMA to have a label printed in your passport.
- It is your responsibility to ensure that your visa is current before commencing work.

You will need a student visa with condition 8105, which allows you to work full time in Australia during your industry placement and holidays, and up to 20 hours a week during term time.

Visa Application Process

- Log onto the internet (www.immi.gov.au) and click onto "Online Services" or use the direct entry address (www.immi.gov.au/e-visa/index.htm) and follow the instructions.
- You will need **credit card** details to make the payment.
- You will be sent an e-mail to confirm that your application is complete.
- You will receive advice that your application is complete, and instructions on how to obtain your new visa.
- When you go to the DIMA office select the "Evisa Evidencing" ticket. This is an express service to receive labels for visa's lodged over the internet.