



# PROGRAM SUPPORT NOTES

## ***Job Search Success 4: Starting a Job***

Program Support Notes by:

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### **Reproducing these support notes**

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### ***For Teachers***

#### **Introduction**

You have been successful in getting the job for which you have applied, and now you are about to start your new job. What will it be like when starting out on a new job? This program provides information on what to expect when beginning a job, including health and safety, and other induction processes you will encounter. The program presents expert advice from those in the industry and two case studies of young people beginning a new job. After watching the program, your anxiety about the first days of beginning a job will be greatly reduced.

#### **Timeline**

00:00:00	The first day of work
00:04:16	The induction process 1
00:08:17	The induction process 2
00:12:04	Settling in
00:15:55	Credits
00:16:44	End program

#### **Related Titles**

*Job Search Success 1: Research*  
*Job Search Success 2: Applications*  
*Job Search Success 3: Interviews*

#### **Recommended Resources**

- [www.myfuture.edu.au](http://www.myfuture.edu.au)
- [www.businessballs.com](http://www.businessballs.com)
- [www.jobaccess.gov.au](http://www.jobaccess.gov.au)
- [www.seek.com.au](http://www.seek.com.au)
- [www.careerone.com.au](http://www.careerone.com.au)
- [www.mycareer.com.au](http://www.mycareer.com.au)

### ***Student Worksheet***

#### **Initiate Prior Learning**

1. If you have started a new job recently, write a list of all the things that happened in the first few days.
2. Invite an employer to discuss how he/she introduces new employees to the workplace.
3. Research on the internet how different organisations introduce new employees to the workplace.
4. Ask family members and friends what their first days in a new job were like. What were the main things they were told?
5. Invite a careers professional to discuss his/her perspectives on the best way new employees should be introduced to a new job, and how they should respond.

**Active Viewing Guide**

1. What advice does Mark Corden provide about your first day at a job?

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2. List the key points to consider when beginning a job.

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3. Tanya Gucevski also offers advice on starting a job. What does she say?

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4. Briefly describe the new jobs Jonathan and Kate are just beginning.

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5. What advice does Louise Miller-Hoffmann provide about the first day at work?

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6. Jackie Masterson talks about building rapport at the workplace. Define rapport, and what does she mean by this?

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7. What other advice does Jackie offer?

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8. What is an induction process as it relates to the workplace?

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9. What is the purpose of an induction for an employee?

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10. How does the induction process work for Jonathan and Kate?

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11. What are the advantages for an organisation when an induction process is used?

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12. Why are Occupational Health and Safety issues important in the induction process?

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13. For what reasons would Equal Opportunity issues be an essential part of induction?

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14. List some other things that are covered by the induction process.

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15. How do Occupational Health and Safety issues impact on Jonathan and Kate's induction?

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16. Provide examples of some legal issues that would impact on workplace induction.

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17. What advice is given about settling in during the first days of a new job?

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18. Mark Corden offers some useful advice on coping with the first days of a new job. What is this advice?

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19. Why is it recommended that new employees should ask questions?

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20. Louise Miler-Hoffmann advises that observing and listening are very important skills to use at work. Why?

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21. Why is training in customer service important?

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22. List the final points made about starting a new job.

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### Extension Activities

1. If you currently are employed, find out how Occupational Health and Safety, as well as Equal Opportunity issues, impact on your job and workplace.
2. Look back at what you wrote about what you can expect on the first days of a job. How has this program confirmed or modified that?
3. Make a video about two people starting out at a new job and the issues they need to consider during the Induction process.
4. Prepare a pamphlet or booklet for young people addressing the key issues they need to consider when starting a new job.
5. Research five different jobs on the internet and how the Induction process for those jobs might operate. What are the key issues involved? What similarities and differences would there be between the jobs?
6. Visit three local organisations and find out how they induct new employees into their workplaces.
7. Design a wall-chart which highlights key issues that are addressed for new employees in the workforce.
8. Discuss the way Kate and Jonathan have been inducted into their new jobs. How effective do you think their inductions have been? Why?
9. Invite a legal expert to discuss how laws have developed, and why, around issues related to health and safety, as well as equal opportunity. Discuss some examples of workplace cases that have breached these laws.

### ***Suggested Student Responses***

#### **Active Viewing Guide**

1. What advice does Mark Corden provide about your first day at a job?  
**Try not to be too nervous as everyone is in the same situation at a new job, and things will settle down after some time.**
2. List the key points to consider when beginning a job.  
**Be punctual, know the way to get to work, leave home with time to spare, dress appropriately, and wear any uniform or required clothing.**
3. Tanya Gucevski also offers advice on starting a job. What does she say?  
**Make sure you know the exact location of your new job, and practice getting to it. Also, be at work on time so that you don't get anxious.**
4. Briefly describe the new jobs Jonathan and Kate are just beginning.  
**Kate is a general assistant in a garden centre, while Jonathan is an administration assistant at a performing arts centre.**
5. What advice does Louise Miller-Hoffmann provide about the first day at work?  
**To expect the unexpected; everything may not be ready. Be flexible, and don't get upset, just concentrate on getting to know about the people with whom you will be working.**
6. Jackie Masterson talks about building rapport at the workplace. Define rapport, and what does she mean by this?  
**Rapport means building good relationships with people around you.**
7. What other advice does Jackie offer?  
**Be interested in other people at work, talk a bit about yourself, ask some general questions, and take an interest in the workplace around you. Most important: be yourself.**
8. What is an Induction process as it relates to the workplace?  
**A formal way of introducing new employees to the workplace, considering a range of issues they need to know. Sometimes this is done by documents, or tours, or internal on-line strategies.**
9. What is the purpose of an induction for an employee?  
**To ensure that essential information about health and safety and other issues are presented to the new employee, as well as who they will be working with, day to day duties, and other information to ensure they can start work easily.**

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10. How does the induction process work for Jonathan and Kate?  
**Jonathan has a formal induction by his direct supervisor, involving being welcomed to the workplace, a tour, staff introductions, signing a contract, and an outline of his working conditions. Jonathan also had to learn the process of taking studio bookings, confirming them, and making sure there was technical support staff available. Kate's induction started on her second day at work, included meeting other employees and knowing their roles, and how her role fits into the overall running of the garden centre. Kate had to learn how transactions are recorded and processed, and that she can competently use the system in place.**
11. What are the advantages for an organisation when an induction process is used?  
**It helps ensure the new employee feels part of the organisation, and everyone is working together for the same goals.**
12. Why are Occupational Health and Safety issues important in the induction process?  
**As there are strict laws relating to OH & S issues and it is the responsibility of every employee to be aware of them. There are issues related to safe handling of items, evacuation procedures during an emergency, and use of equipment which must be understood.**
13. For which reasons would Equal Opportunity issues be an essential part of induction?  
**To ensure people do not bully or harass one another and that there is no discrimination in the workplace.**
14. List some other things that are covered by the induction process.  
**Human Resource management, workplace policies, environmental management, quality processes, training available.**
15. How do Occupational Health and Safety issues impact on Jonathan and Kate's induction?  
**Health and safety are covered by law in the workplace, including training in procedures and general policy awareness. There are also laws against bullying and harassment in the workplace.**
16. Provide examples of some legal issues that would impact on workplace induction.  
**Health and safety are covered by law in the workplace, including training in procedures and general policy awareness. There are also laws against bullying and harassment in the workplace.**
17. What advice is given about settling in during the first days of a new job?  
**The first days are about introductions, meeting other staff and job requirements, so it is best to be clear about your new job, who to go to, and to ask questions about anything you are not sure.**
18. Mark Corden offers some useful advice on coping with the first days of a new job. What is this advice?  
**Always write things down, otherwise you will forget as you will be bombarded with lots of new information. Keeping a diary of your first two weeks at a new job will help to build your confidence. You can then always refer back to information given that you would have otherwise forgotten. It also lets you ask about anything not covered in those weeks.**

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19. Why is it recommended that new employees should ask questions?

**Asking questions ensures you understand clearly everything about your new job and your role. It demonstrates you are interested and keen to get everything right. It also means that you should never assume you know it all.**

20. Louise Miler-Hoffmann advises that observing and listening are very important skills to use at work. Why?

**To get an understanding of the social dynamic or norms in the workplace, which in turn will influence the way you communicate with others and how you will fit in. Finding the right balance between sharing things with others and paying attention to what they say will help you to fit in comfortably in the workplace.**

21. Why is training in customer service important?

**Customers are your lifeblood, and the workplace would not exist without customers. They must be an essential consideration in the workplace to ensure you are still employed, and that they continue to return to the organization.**

22. List the final points made about starting a new job.

**Be prepared to receive lots of information at your new workplace, take notes, ask questions, listen and observe, be aware of OH & S policies as well as Equal Opportunity issues, and keep a customer focus.**