

UTS Careers

International Student Career Guide



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Section 1

Introduction

Welcome to UTS and to Sydney,

We hope you are beginning to settle into your studies and your new home away from home – Sydney.

This guide by UTS Careers aims to help you navigate the employment market in Sydney. UTS Careers has been assisting both local and international students with career and employability advice since its establishment in 1994, and we have a strong understanding of the Australian job market.

UTS Careers staff understand the challenges international students may face when searching for work in a new cultural environment and have designed this guide with this in mind.

Section 2

Getting Started: What You Need to Know

Before you start your application or apply for jobs, it is important to understand what it means to be an Australian worker, your rights and responsibilities as an employee and where you can go for assistance. The more you know about these topics, the better your experience working in Australia will be.

Types of Work in Australia

In Australia, employees may be hired as either full-time, part-time or casual workers.

Full-Time and Part-Time Employees

- Guaranteed ongoing employment for a fixed or permanent basis
- Set working hours each week
- Access to leave entitlements
- Notice provided upon termination of their contract. The length of notice given varies depending on how long you have worked for the company. You can find out how much notice you would require [here](#).
- Full-time employees work an average of 38 hours or more per week and part-time employees work fewer than 38 hours per week

Casual Employees

- No guaranteed hours of work per week or expectation of ongoing work in the future
- No access to leave entitlements
- Entitled to 'casual leave loading' (an additional amount paid on top of the base pay rate to casual employees) which increases your hourly pay by up to 25% in compensation for lack of benefits
- Possibility of receiving a higher hourly rate of pay for work conducted on weekends, public holidays and late nights depending on what's set out in your governing award or agreement

Employees can also be hired on either a *permanent* or *fixed-term (contract)* basis.

Permanent

- Employed on an ongoing basis until either themselves or their employer ends the employment relationship

Fixed-term (Contract)

- Employed for a specific period or task
- Usually hired on a full-time or part-time basis and are generally entitled to the same wages, penalties and leave as permanent employees unless an award or agreement states otherwise

	Hours Worked Per Week	Term of Employment	Wages	Leave Entitlements	Loading
Full Time	Average 38+ hours per week	Fixed Term or Permanent	Usually a consistent wage based on how many hours you are contracted to work	Annual, personal and long service leave	None
Part Time	Average fewer than 38 hours per week	Fixed Term or Permanent	Usually a consistent wage based on how many hours you are contracted to work	Annual, personal and long service leave (in proportion to the number of hours worked)	None
Casual	Hours irregular with no guarantee	No Guarantee	Paid on an hourly basis	None	Casual loading in lieu of leave entitlements

NOTE: Some positions such as ridesharing may require you to become a sole trader. This means that you are not an employee of the organisation and instead operate as your own business and complete work for the company who requires your services. To work as a sole trader, you are required to attain an Australian Business Number (ABN). For more information on the ABN and how to apply [click here](#).

work they are doing. The rate of pay you receive is also dependent on the type of work you do, your duties, age, experience and qualifications. By law, you must be paid at least this amount or more. For more information about minimum wages, [click here](#).

Working Rights and Conditions

As an international student working in Australia, you have the same protections as any other employee in the workplace. These protections include your working rights and entitlements which are dictated by the **National Minimum Wage and National Employment Standards (NES)**.

National Minimum Wage

Australia has a National Minimum wage which is reviewed every year by the Fair Work Commission Expert Panel. This dictates the lowest amount an employee can be paid (before tax is taken out) for the

The National Employment Standards cover the following:

1. Maximum weekly hours
2. Requests for flexible working arrangements
3. Parental leave and related entitlements
4. Annual leave
5. Personal/carer's leave, compassionate leave and unpaid family and domestic violence leave
6. Community service leave
7. Long service leave
8. Public holidays
9. Notice of termination and redundancy pay
10. Fair Work Information Statement

Causal workers only receive NES entitlements relating to:

- Unpaid carer's leave
- Unpaid compassionate leave
- Unpaid family and domestic violence leave
- Community service leave
- Fair Work Information Statement

If you are unsure about the definition of any of these terms, you can look their meanings up using the Fair Work Ombudsman's [Dictionary Search Tool](#).

Awards and Agreements

Your full rights and working conditions as an individual working in Australia are set out in legal documents in the form of either an **Award** or **Agreement**. Any award or agreement must provide at least the National Minimum Wage and National Employment Standards entitlements.

Awards (also referred to as modern awards) are legal documents that outline pay rates and conditions of employment across industries and occupations. There are more than 100 awards in Australia. [Click here](#) to find the award that best applies to you.

Agreements are legal documents which set out the employment conditions that apply to employees within an individual business or group of businesses instead of an award. The base pay rate of an agreement needs to be greater than or equal to that offered in a relevant award, with the National Employment Standards still applicable. [Click here](#) to search for agreements.

Award and Agreement Free employees are those working in jobs that are not covered by an award or agreement. They are still entitled to the National Minimum Wage and National Employment Standards, but the

rest of their working conditions are agreed upon with their employer and set out in their employment contract.

You can use the [Fair Work Ombudsman's Pay and Conditions Tool \(P.A.C.T\)](#) to calculate if you are receiving the correct amount of pay and entitlements.

Tax and Superannuation

As an international student seeking employment in Australia, you are also subjected to the same rights and responsibilities as an Australian worker in regards to tax and superannuation.

What is Tax?

- Tax is money people and businesses pay to the Australian government to fund essential services such as health, education and transport.
- Tax is automatically taken from the pay you receive. The amount is determined by the amount you are expected to earn across a financial year. Note that the first \$18,200 of your yearly income isn't taxed. For more information about this, [click here](#).
- If you have had tax deducted from any income received whilst working in Australia throughout the financial year, you will need to lodge a tax return with the Australian Taxation Office (ATO) to record this. To find out more information on how to lodge a tax return [click here](#).
- Every person working in Australia is required to have a Tax File Number for these purposes.

What is a Tax File Number (TFN)? How do you obtain it?

- A TFN is a unique 9 digital personal reference number issued by the ATO for taxation purposes.
- It is important to have a TFN when working otherwise, your employer will deduct a higher percentage of your pay as tax than required.
- You can start working without a TFN, but you will be taxed at the highest rate until you are able to present this number to your employer.
- It is recommended you apply for your TFN soon after arriving in Australia as it can take up to 28 days to receive your TFN, which will arrive in the mail to your Australian address. [Click here](#) to find out more information and apply for your TFN.

What is Superannuation?

- Super (which is short for superannuation) is Australia's retirement savings system.
- Your employer must pay this money into a super account in your name which is managed by a super fund.
- You accumulate super when your employer starts paying a portion of your salary or wages into a super fund for you, which should generally occur if you are 18 or older and earn \$450 or more (before tax) in a month.
- Your employer may create you a super account with their chosen provider, or you may be able to select your own or decide to move these funds into your chosen account after it has been paid. Therefore, you may end up having more than one super fund throughout your time in Australia.
- Super funds differ in the amount of fees charged, investment options and available services. For more information

on how to choose a superannuation fund, visit the [Smart Money](#) website.

- To find out whether you are entitled to super contributions from your employer, [click here](#).

How can I claim my Superannuation?

- If you have worked and earned super while studying in Australia and meet the requirements, you can apply to have this super paid to you as a Departing Australia Superannuation Payment (DASP) if you leave Australia.
- Before submitting a DASP application, check with your employer that they have paid all the super they are required to. To find out more about claiming a DASP [click here](#).
- It is suggested you apply for this within 6 months of leaving Australia otherwise your super fund may transfer your money to the ATO as unclaimed super money.
- If you continue to work and live in Australia permanently, you will be unable to access your super until you reach retirement age.

Frequently Asked Questions about Working in Australia

How often should you get paid?

- Typically workers in Australia get paid on either a weekly, fortnightly or monthly basis.
- If you are operating as a sole trader with an ABN, you will need to submit an invoice to the company to receive payment. If this applies to you, check out the [Australian Government Business](#) and [The Australian Taxation Office](#) websites for more information as you are expected to self-manage your employment process, including your own pay and entitlements.

What is a payslip? Do I need one?

- A payslip is a personalised document that accompanies each of the payments you receive from your employer.
- Payslips allow you to check that you have received the correct pay and entitlements for the hours you have worked during that period, whilst helping employers to keep accurate and complete records.
- By law, you should receive your payslip within 1 working day of payday in either electronic or hard copy form.
- Your payslip should include the number of hours you worked during the pay period, and the amount you were paid both before and after any deductions such as taxation were made, plus super.
- It is important to hold onto your payslips as you may be asked to present them to your bank if you are applying for a loan or to your real estate agent when applying for a rental property.

What is a probation period? Do I have to complete this?

- A probation period usually happens at the start of employment to assess if you are capable and suitable for the role.
- Probation will usually include training and learning about the structure, policies and procedures of your new organisation.
- This period can last anywhere from a few weeks up to twelve months, depending on the size of the organisation you are working in. During this time, you may be subjected to reviews to identify and fix any issues or concerns that arise.
- When this period is over, your employer will let you know whether you have passed or have been unsuccessful. If you have been unsuccessful, you may have your probation period extended or your employment ended.
- If you do not pass probation – you are still entitled to receive notice of employment ending and have your unused accumulated annual leave paid out (if applicable).
- Note that a probation period should not extend more than 12 months, and if this does occur, you may want to check with the Fair Work Ombudsman for advice on how to approach this topic.

Nevertheless, during your probation period, you still have the same rights and receive the same entitlements as someone who isn't on probation.

Working as an International Student in Australia

As an international student studying in Australia, you need to adhere to the requirements and restrictions of your visa type. If you are studying in Australia on a Student Visa (Subclass 500) it's important to know the following regulations in regards to work:

- You are not permitted to start working in Australia until your course has commenced.
- You can work a maximum of 40 hours every two weeks (fortnight) while you are studying. A fortnight means the period of 14 days commencing on a Monday. Please note that you should not work more than 40 hours in any two consecutive weeks.
- You can work more than one job at a time as long as the total number of hours worked across these jobs do not exceed 40 hours per fortnight.
- You can work over 40 hours a fortnight when your course is not in session (holiday breaks) or if it is a registered part of your course that is mandatory. Your course is considered in session for the duration of the advertised semesters, including examination periods (even if you do not have any exams scheduled) and study vacation breaks (StuVac). [Click here](#) for UTS academic session dates. You are also considered in session anytime you are enrolled in one or more subjects which will count as credit towards your main course.

- You may take part in volunteer work outside the 40 hours per fortnight work limitation if it fits within the description of volunteer work.
- Volunteer work is unpaid short term work conducted for a not-for-profit organisation that benefits the community. Volunteer work must be incidental to your visit to Australia and is work that would not otherwise be done by an Australian for pay. Unpaid work that does not fit this description is counted towards the 40 hours per fortnight limitation.

Please note, if you're a student visa holder who has commenced a masters by research or a doctorate research program, you may work unlimited hours after commencing your postgraduate research course. However, you do need to maintain full-time enrolment and complete your course within the specified duration.

As an international student undertaking work in Australia it is also important to note that although uncommon, it is acceptable for your employer to pay you in cash as long as tax has been taken from your earnings and sent to the Australian Taxation Office (ATO). You should check your payslip each time you are paid to make sure this is being done. However, when cash payments are made and tax has not been taken out, this is referred to as "cash-in-hand" and is against the law. You can read more about this [here](#).

If you would like to learn more about these conditions or are studying on an alternate visa type, please [click here](#) and select your visa type to view more.

The Fair Work Ombudsman and Fair Work Commission

When researching and learning about work rights and entitlements in Australia, you will come across the terms Fair Work Commission (FWC) and Fair Work Ombudsman (FWO) quite frequently. These are both independent government organisations that regulate Australia's workplace relations systems, with each playing their own unique role. It is important to know how they can provide support and assistance to you if required.

Fair Work Ombudsman

The Fair Work Ombudsman (FWO) ensures compliance with Australia's workplace laws, awards and agreements by ensuring you receive the correct pay, holiday and entitlements. You can access their services free of charge for support with the following:

- Providing you with information on your working rights
- Checking if your employer is following Australian workplace laws, including checking that you are getting paid correctly
- Offer advice and support on workplace issues and helping reach a resolution

The Fair Work Ombudsman website provides comprehensive information in an easy to read and understand format via their website. However, if you are unable to find what you are looking for, you can also contact them via phone:

- Calling within Australia- 13 13 94
- If you require interpreting services- 13 14 50
- Calling from outside of Australia- +61 2 6120 8989

If you believe your workplace isn't doing the right thing, you can also report them anonymously online by going to the [Anonymous Tip-Off Website](#) and following the prompts.

The Fair Work Commission

The Fair Work Commission is Australia's national workplace relations tribunal. You should contact the FWC for matters concerning unfair dismissal/unlawful termination, discrimination, harassment or bullying occurring in the workplace.

You can contact the FWC via phone or by submitting an online enquiry. [Click here](#) for more information on the best method of contact and how they can help.

You can also visit and talk to someone in person at their NSW Office, [click here](#) for more details.

Section 3

What you will need to apply

UTS Careers offers a range of online resources, services and workshops to assist you with your application documents and provide advice on how to navigate the recruitment process. Log in to [CareerHub](#) to access these resources.

Resume

A resume in Australia may also be referred to as a CV, are typically between 2-3 pages long depending on how much work experience you have. Unlike some overseas resumes, Australian resumes require little personal details and instead focus on providing detailed information about your skills and knowledge that are relevant to the roles that you are applying for.

Before writing your resume, consider watching the [Resume Playlist](#) video series, and check out the [Resume and Cover Letter Workbook](#) to gain an initial understanding of how to craft your resume to what Australian recruiters expect.

① Things to remember:

- Only include one Australian contact number and one email address, having multiple can be confusing.
- Ensure your email address is professional and ideally includes your first name and surname and does not have too many numbers in it. This reduces the chance of an error occurring when re-typed.

- It is acceptable to put your preferred name on your resume. As a resume is not a legal document, you will not get in trouble for doing this.
- If you do become employed, it is important that you use your legal name as per your passport when sending your details to the employer.
- Make sure you include keywords from the job description in your resume as some Australian businesses use application tracking systems to read resumes. These systems scan the resume for key phrases or words relating to the job advertisement.

Resources:

[Click here](#) to access the UTS Careers Resume Builder.

[Click here](#) to access the Resume Sample Guide.

[Click here](#) to use Rate My Resume – a free online resume feedback service available to UTS students.

Cover Letter

A cover letter is a one-page written summary detailing your interest in the position and providing the reader with further information about your motivation and skills. Cover letters summarise your previous work and study experiences along with any extra-curricular and volunteer

experience you have gained. UTS Careers recommends the following structure for **cover letters**.

① **Things to remember:**

- Most professional roles and Internships will require a cover letter, but it is worth checking the job ad carefully to see if a casual position also needs one.
- It is expected you tailor each letter to the job advertisement, meaning you will write a new cover letter for each job you apply for.
- Make sure you conduct company research and can align yourself to the organisation.

Selection Criteria

Jobs in Government, Not for Profit, and Education often require key selection criteria as part of the job application process. A selection criteria is a detailed written document describing the skills and knowledge you have concerning the role you are applying into.

When writing selection criteria, it is recommended you use the STAR technique. You can find information on how to address key selection criteria by accessing the **Selection Criteria Workbook** on CareerHub.

The Australian Recruitment Process

The process organisations go through to select their candidates varies broadly, meaning you may experience one or many of the recruitment steps mentioned here:

Step 1

Apply online or via email and attach the required documentation (resume, cover letter and/or selection criteria). The recruiter will then contact you by phone or email if you're successful to outline the next steps.

Step 2

Further assessments are conducted (phone screen, psychometric testing, video interview, an assessment centre or face-to-face interview). If you don't hear back from the organisation after a reasonable amount of time, follow up with a friendly email or phone call. When following up, communicate politely and professionally and do not inundate them with calls or messages- one is enough.

Step 3

If successful, the recruiter will ask for the details of your referees. These are people that can provide feedback on your previous work experience. If your referees are overseas, provide an email address and phone number, and include the country code and time difference (in hours). Also, make sure your referees have a high proficiency in English language ability.

Step 4

If your referee check is successful and viewed as positive by the recruiter, they will call you and offer you the position. During this call, a start date is usually confirmed. It is also an excellent opportunity to discuss anything you need clarification on.

If you are required to undertake psychometric testing, consider watching the [Psychometric Assessment Playlist](#) video series, and check out the [Psychometric Assessment Guide](#) to learn about the different types of assessments and how to complete them.

If you are invited to attend an assessment centre, you may want to take a look at the [Assessment Centre Playlist](#) video series or read through the [Assessment Centre Guide](#) to successfully approach and prepare for the activities.

If you are requested to conduct to any type of interview, consider reading through the [Interview Skills Workbook](#) or watching the [Interview Playlist](#) video series to assist in your preparation and learn about the kinds of questions you are likely to be asked and the best way to answer these.

Additional Skills Gained From Studying Abroad

There are many skills you will gain from your time studying abroad. Defining these skills in your job applications will show the employer that you are a well-rounded and adaptable candidate. Some examples of articulating these skills have been included below. It is important to remember that you need to make these examples detailed and specific to your situation.

Skill	How have you demonstrated this skill?
Adaptability <i>Able to adjust oneself readily to different conditions</i>	<i>E.g. I demonstrated my adaptability through my ability to learn and reside in a new country.</i>
Problem Solving <i>The process of finding solutions to difficult or complex issues</i>	
Intercultural Communication <i>The verbal and non-verbal interaction between people from different cultural backgrounds</i>	

Section 4

Finding Work in Australia

The Competitiveness of the Australian Labour Market

The number of Australians undertaking tertiary education is rising each year, meaning more students are seeking out internships, and more graduates are looking to enter the workforce post-graduation. This has impacted how Australian employers assess candidates, meaning that you will need to gain relevant experience and skills to remain competitive and stand out in the recruitment process.

What are Australian employers looking for in their candidates?

Employers are not only interested in the degree candidates hold, but are basing their hiring decision off a combination of education, skills, experience and how well the candidate fits in with the companies mission and values.

For example, below we have two candidates who have applied for an Entry-Level Marketing Coordinator Role.



Candidate A

- *International Student*
- *Previously completed Bachelor of Business majoring in Marketing*
- *About to graduate from Master of Marketing*
- *No prior casual work or internship experience*
- *Deep understanding of marketing theory developed through studies*



Candidate B

- *International Student*
- *About to graduate from Bachelor of Business majoring in Marketing*
- *Worked part-time at a local supermarket while studying in Australia*
- *Undertook a marketing internship over their summer break*
- *Has local work experience however has only spent 1/3 of their degree undertaking marketing-specific subjects*

Although Candidate A has a Master degree-level education, they have had no local work or industry experience. Compare this to Candidate B who although does not hold a Master's degree, has local work and internship experience, demonstrating both their local knowledge of Australian business operations and their ability to apply what they have learnt in university into practice.

Therefore, despite Candidate A having a higher level of Education, many Australian employers may still prefer to hire Candidate B due to their local work experience, industry experience and the professional skills they have developed through these experiences.

Local Experience Matters

When applying for work in Australia, don't be disheartened if you don't land a role in your desired profession straight away. Australian employers value local experience to show that you understand how Australian businesses and customers operate.

Therefore, just like many local students who have previously held casual work in the retail, hospitality, administration, customer service industries etc. before landing their first professional role, it may be expected that you do the same, even if you have been working in your desired career overseas.

Check Your Eligibility

Unfortunately, some Australian businesses have policies in place that don't accept applications from those on student visas. This policy is seen mostly when applying for vacation (internship) and graduate programs of medium to large-sized organisations. These programs are designed to provide high levels of training and development for their participants with the hopes of them staying on long term. However, as the status of a student visa can change and may allow you to stay in Australia long-term, this may be seen as a risk to some organisations. Therefore, some companies may prefer to funnel this investment and resources into local candidates.

This isn't to say roles are not available for international students, they may just take a bit longer to find, which is why it's important to access both the advertised and hidden job markets and to be flexible with the opportunities you are applying for. Make sure you check the job advertisement for application instructions and eligibility.

You should also consider keeping a record of your research on Australian employers who hire applicants on student visas. You can gather this information by reading through job advertisements, looking on the company's website and through reaching out and talking to people who are currently working within the business.

Expand your Job Search

Make sure you don't get caught up in searching for the same types of opportunities and keywords as this will limit you to the possibilities available. Instead, rather than focusing on the job title, read through the job advertisement and description and see if the skills, experience and tasks required match your own abilities. Also, keep your eye out for other job titles containing words such as "Assistant", "Junior", "Coordinator", "Entry-Level" or "Graduate" position, as they are usually appropriate for students and entry-level workers.

Also, don't limit yourself to just paid work, volunteering can be an excellent way to get your foot in the door in different industries, whilst exposing you to a broad range of working environments. If you have a dream organisation you wish to work at, you could also offer to initially work on a volunteer basis to gain exposure to the business, build your network and develop your skills. Finally, you should also consider applying to small/medium-sized organisations and start-ups instead of focusing purely on large or well-known businesses and consider taking on temporary or contract roles to gain industry exposure.

The Australian Jobs Market

The advertised and hidden job markets can be utilised to find paid work, internships or voluntary roles in Australia.

Advertised Jobs

Refer to roles that are posted on Internet job boards and company websites. Jobs are advertised because the company has been unable to fill them internally or through word-of-mouth. The most common online job boards in Australia include [Seek](#), [LinkedIn](#) and [Indeed](#).

However, there are also job boards for specific industries, remote and volunteer opportunities. A comprehensive list of job boards can be found in the [Job and Internship Search Workbook](#).

The Hidden Job Market

The [hidden job market](#) refers to jobs that are not posted on Internet boards, which research can be up to 80% of jobs at any given time! This is because employers feel most comfortable employing people that they know or that others can recommend.

Hidden jobs are communicated in several ways, these include; emails to employees within a business asking for referrals, word of mouth, or through meeting people at networking events or using online networking tools. Therefore, it is crucial to build a professional network in Australia to gain access the hidden job market.

How to Access the Hidden Job Market

The hidden job market is accessed through contacts you have met in Australia, these may be fellow students, existing members of your network, people you meet through casual work or internships, academics, faculty staff and industry contacts. Expanding your network of contacts is the first step towards tapping into the hidden job market.

Some ideas to get you started with networking and the hidden job market include:

- **ActivateUTS** – Joining a club or society that matches your interests or study area allows you to meet like-minded students and discuss your career aspirations.
- **UTS Professional Mentoring Platform** – A university wide, online community designed to bring volunteer mentors (professionals and alumni) and mentees (students and recent graduates) together for mentoring experiences. The informal nature of the platform allows you to connect with mentors based on similar interests, aspirations and affiliations. No awkward introductions. No long-term commitment.
- **Networking and Industry Events** – Sign up for events and attend with some questions you would like to ask both the participants and attendees.
- **LinkedIn** – Create a LinkedIn profile to build your professional network. Connect with fellow students, members of clubs and societies and people you meet through your work and networking events. Check out the **LinkedIn Workbook** or **LinkedIn Playlist** to get started.
- **Professional Associations** – You may wish to seek out the professional association for your area of study. Professional associations offer a range of activities from networking events, webinars, mentoring and short courses.

For more information on how to break into the hidden job market, check out the **Job and Internship Search Workbook** or watch the **Job and Internship Playlist** and get started building your network.

Examples of Questions You may ask your Contacts

Most people find networking uncomfortable when first starting out. Below is a list of sample questions you could ask when undertaking networking activities to help get the conversation started:

- Can you tell me about your current role?
- Can you tell me a little bit about your career and how you got started?
- What advice do you have for someone wanting to pursue an opportunity in (business or industry name)?
- Do you know if there are any casual opportunities available at your workplace at the moment?
- How does your workplace advertise their jobs?
- What steps did you take when finding your internship?

Finally, remember to thank those you have discussions with and ask to connect on LinkedIn.

Section 5

The Australian Workplace Culture

Similar to how each country has its own culture/s, values and beliefs, this also applies to the workplace. No matter which country you are working in, their expectations and cultural norms are likely to vary significantly.

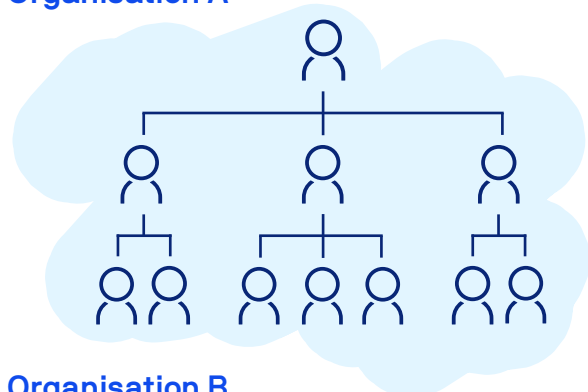
Why it is important to understand the Australian workplace culture:

1. It can improve your possibility of being successful in the Australian workplace – knowing what behaviours or qualities are considered socially acceptable (and those which aren't) will ensure you don't give the wrong impression or put yourself in an awkward situation!
2. Enhance your intercultural skills and employment prospects – having a good understanding of different workplace cultures both in Australia and overseas will enhance your ability to work in other countries and/or deal with international clients.
3. Have a more realistic expectation of the job search process – knowing 'how things work around here' will mean you are more aware of job opportunities and constraints in gaining local experience. By understanding what limitations may exist, you can develop strategies to work around these.

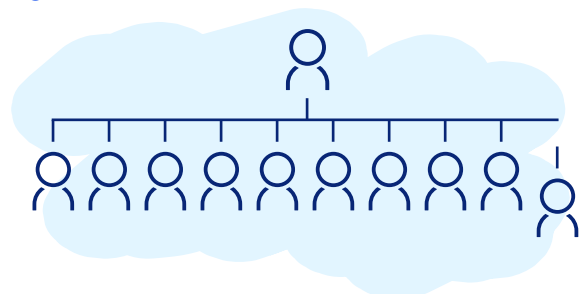
The Key Aspects of Australian Workplace Culture

Organisational Hierarchy and Management Styles

Organisation A



Organisation B



Typically, within Australian workplaces, there is a less obvious 'top-down' hierarchy, meaning the organisational structure is flatter than you may see in other countries. Australian workplaces more commonly look like organisation B. Often, there is a senior manager who is responsible for overall team outcomes but interactions

and collaboration within the team are equal. Managers also need to earn the respect of their colleagues based on their performance as a good manager. They cannot only rely on their senior title and assume they will be respected by their colleagues.

Communication in the Australian workplace

Do ...	Don't ...
Be respectful of all team members and managers	Call colleagues by formal names, e.g. Mrs Smith
Embrace appropriate humour and a friendly chat in the workplace	Provide long-winded and wordy explanations and instructions – instead, try to be concise
Engage in small talk before a meeting starts, spending time to get to know your colleagues	Continue chatting before a meeting if you notice it is about to start
Feel confident to ask for help from colleagues or your manager if you need it	Ask questions abruptly – instead add phrases like, ‘would you mind...’, or, ‘is it possible...’
Embrace the ‘laid back’ nature of the Australian workplace – attend social work outings and chat about weekend plans	Cross the boundary when making friends at work – remain professional
Maintain eye contact when talking with someone	Intrude on personal space. Stand about an arms lengths distance away

Expectations of you as an Employee

When applying and interviewing for a job, remember that Australian employers aren't only interested in your grades. While this may be part of the decision, employers are also looking for many other qualities when determining if you are suitable for the role and if you will be a good ‘fit’ in the team. The following are a list of common qualities that an employer will expect from their employees:

1. Demonstrate strong verbal and non-verbal communication skills
2. Have problem-solving, planning and organisational skills
3. Be able to work independently and in diverse teams
4. Show enthusiasm and be self-motivated
5. Take initiative and be assertive (when appropriate)
6. Be punctual and responsible for tasks
7. Ask appropriate questions
8. Share your own ideas (in an appropriate manner)

Steps to Assist with Cultural Adaptation

It is often challenging to learn the values of another culture by asking about them. Often you have to rely on your own observations and perhaps uncomfortable situations to understand how Australian workplace culture may differ from your own. It is also important to remember that culture only provides guidelines. They are not exact rules, and not every person from that culture will have the exact same values or expectations. It is however, important to be self-aware of how you come across and behave in front of others.

Here are some steps to follow to assist you with adapting to the Australian workplace:

Reflect

- Be mindful of how you behave and interact with others – your body language, tone of voice, reactions from others, level of comfort.

Observe

- What goes on in social situations – notice how people (who are a similar age, gender, role etc.) interact with others.
- Notice how others react to your behaviour or what you say.
- Try to understand why people behave in a certain way by learning and observing their cultural norms.

Experiment

- Try new behaviours until you find one that seems the most ‘normal’ or ‘accepted’. However, always remember that something successful with one person may not work as well with others or in another situation.
- If you feel comfortable, ask a local or someone who has lived in Australia for several years for tips, or for clarification about a behaviour

Activities to build your knowledge and understanding of Australian language and culture:

- Start by reading up on current news affecting the Australian workforce or the specific industry you are interested in working,
- Participate in social activities through UTS such as getting involved with clubs or societies or signing up for conversation classes with fellow international and local students (you can find out more about this in section 6).
- Try to interact with locals as much as possible to boost your confidence and understanding.

Bullying and Harassment in the Workplace

No one should be bullied or harassed in the workplace.

However, unfortunately, there may be instances where someone in the workplace will behave in an unreasonable and hurtful way towards you. It is essential to know if you are bullied or harassed in the workplace, there are policies and procedures in place in how to deal with this difficult situation.

What is bullying?

It is considered bullying in the workplace if a person or group of people repeatedly act unreasonably towards you and the behaviour creates a risk to your health and safety. The types of behaviour can include victimising, humiliating, intimidating or threatening. Some examples that may be seen in the workplace involve behaving aggressively, teasing or practical jokes, pressuring someone to behave inappropriately, excluding someone from work-related events or making unreasonable work demands.

What is the difference between bullying and harassment?

Bullying and harassment are often used interchangeably as they both refer to hurtful or harmful behaviour towards another person. It would be considered harassment; however, when the bullying behaviours occur due to a certain demographic of the target such as their race, religion, sex, age, disability, sexual orientation etc.

Who is protected from bullying in the workplace?

Australia has anti-bullying laws that cover most workplaces. These laws also cover students gaining work experience, employees working remotely, contractors and sub-contractors and volunteers. Each state and territory also have their own workplace health and safety body who can provide further information and support.

SafeWork is the NSW Government body that deals with these issues and provides support if you think you have been bullied or harassed. If you would like further information about workplace bullying and harassment, you can also refer to the **Fair Work Ombudsman**.

Section 6

What support is available?

Support Services

You are not alone on your journey as you study at UTS. There are various services offered at UTS, which can support you.

Services to check out:

UTS Higher Education Language and Presentation Support (HELPS)

HELPS provides English language and academic literacy support to UTS undergraduate and postgraduate coursework students.

HELPS can enhance your learning experience by providing individual and group support in a friendly and respectful environment. Keep an eye out for events run by HELPS such as TalkFest, Conversations@UTS, or even sign up to be paired with a HELPS Buddy.

If you have a document or job application you would like reviewed because you have spelling and grammar related concerns, or you are attending a job interview and would like to practice your English language skills – HELPS are the team of experts who will be able to assist you with this.

Click [here](#) for more information.

U:PASS

U:PASS is a student learning program designed to assist students who are studying subjects that are perceived as difficult or that are historically harder to pass.

The sessions aren't as formal as your tutorials or lectures. U:PASS sessions are conducted by trained senior students who have previously performed well in the subject.

You may want to share high achievements in difficult subjects on your resume or mention them in your cover letter to impress recruiters or potential employers.

Click [here](#) to register for a session.

Student Centre

The Student Centre is a great hub for general information and support. They are the team which work behind the scenes to make sure your enrolments, e-requests and other logistics are handled smoothly. You can visit them face-to-face in Building 10 and Building 5 to get help with:

- Transcripts
- Student ID Cards
- E-requests
- Enrolments, Admissions and Fees
- Results
- Special Considerations for Exams / Assessments

If you decide to make any changes to your study plan such as changes to your major, or you are wondering which subjects you are eligible to enrol into - this is the best team to contact.

You can also get in touch with them [here](#) if you are looking for support when you're not on campus.

International Student Centre

The International student services team provides information and services specifically for current international students. The International Student Centre can provide official documentation confirming your status as a UTS student for various purposes, including visa applications.

You can visit them at Building 1, Level 3A, for support with the following:

- Verification letters
- Confirmation of Enrolment certificates (CoEs)
- Completion letters
- Annual costs

There is also a team of UTS International Student Advisors. They can help you adjust to life and study at UTS. They send out helpful newsletters and are a great team who help resolve potential problems that could prevent you from completing your course successfully.

You can email the team at internationalstudent@uts.edu.au with questions regarding issues affecting your study, visa extension, or reducing your study load.

Financial Assistance Service

The Financial Assistance Service can assist you with practical and financial aspects of life at university. This is the team to contact if you are seeking more information regarding loans, scholarships, rental subsidies, tax returns, and self-help resources to support with budgeting and cost of living.

To make an appointment call 02 9514 1177, or email the team at financial.assistance@uts.edu.au

Accessibility Service

The Accessibility Service is the university's central contact point for all students living with one or more disabilities, medical or mental health conditions. The primary purpose of the Accessibility Service is enabling students' participation in their learning and coursework and making reasonable adjustments where possible.

While the focus remains on student's course progression, the Accessibility Service encourages students to take up opportunities for:

- building upon individual strengths and strategies
- learning how to manage disabilities/ health conditions in the study environment
- preparing for transition following university.

Find out more about [eligibility](#) and [how to register](#).

You can contact the team on (02) 9514 1177 or accessibility@uts.edu.au

How to Disclose to an Employer

If you have accessibility needs and require workplace adjustments, it is important to consider when and how you would disclose this to a potential employer. We suggest that having a disclosure plan prepared pre-application will mean you are ready to have a chat about your requirements when the next potential opportunity comes your way. Find more information, links and videos on previous UTS students' experiences [here](#).

Counselling Service

UTS offers a confidential counselling service to help with a wide range of personal, psychological, and study-related difficulties.

Counsellors can help in situations where you:

- have stressful circumstances or psychological or emotional issues which interfere with your studies
- need help managing administrative problems, appeals or complaints
- want to develop better generic learning skills
- need help as you are on **Academic Caution**

The Counselling Service has also put together several helpful **self-help resources** to support with anxiety, depression, stress, motivation, managing feelings of loneliness, and many other topics.

This is a great team to turn to if you would like to talk to someone who can provide advice on how to manage the potential nerves and anxiety which may surface during the recruitment process, or how to be resilient and bounce back from rejections/unsuccessful applications, or how to stay positive when job hunting.

To get in touch with the team, please contact (02) 9514 1177 or email student.services@uts.edu.au

If you have an urgent situation after-hours, please use the **emergency contacts list**.

UTS Student Legal Service

The UTS Student Legal Service offers students professional free legal advice. Legal advice is provided on a range of matters including tenancy, employment, traffic and criminal offences, civil matters, consumer claims, debts, family issues, business, and many other areas. The Student Legal Service can also certify documents as true copies and witness statutory declarations and other formal documents.

This is a great place to go if you are unsure about the terms of your employment contract and would like a legal professional to have a look over it. Please also speak to this team if you think you are being treated unfairly in the workplace.

If you are concerned you have encountered a job scam – click [here](#).

To book in an appointment call 02 9514 24 84, or email studentlegaladvice@uts.edu.au

UTS Careers

UTS Careers offers a range of services to support International Students with your career journey. Along with a number of face-to-face services, UTS Careers regularly run a variety of workshops, networking and industry events to increase your employability skills, assist you through the recruitment process and connect you with industry.

As a UTS student, you also have access to [CareerHub](#) where you can book into our services and events. Here you will also find job and internship opportunities along with a number of resources including workbooks, guides and videos to help answer all your career-related questions.

UTS Careers can provide support on many topics including;

- Resume and cover letters and how to tailor these to the Australian market
- Job search strategies for landing a role locally
- How to best prepare for an interview in Australia
- What to do if you think you're studying the wrong degree

Check out the UTS Careers [website](#) for up-to-date information regarding upcoming career related events, workshops, resources, and internship and job opportunities.

Programs

On top of the services listed above, there are also various extra-curricular programs designed to support you whilst you study at UTS. Programs are a great way to connect with like-minded students on campus and develop new career relevant skills. You can view the full range of opportunities offered to UTS students [here](#).

Also, keep an eye on the International Students Programs [website](#) for relevant UTS Careers programs and events that are running for international students throughout the year.

Clubs and Societies

Whilst studying at UTS, you also have the opportunity to join and engage with over 130 clubs and societies managed by ActivateUTS. This is a great way to meet like-minded students, socialise and contribute to the UTS community, whilst building key transferable skills. Engaging with clubs and societies is also a great way to expand your professional network. This allows you to get a sense of the Australian workplace culture. You may also have the opportunity to connect with industry and attend professional events. You can join as many clubs as you like, check out the full list [here](#).

Find out more!

Contact us at:

UTS Careers

P: (02) 9514 1471

E: careers@uts.edu.au

The University of Technology Sydney attempts to ensure the information contained in this publication is correct at the time of production (December 2020); however, sections may be amended without notice by the University in response to changing circumstances or any other reason.

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