



**Australian Government**  
**Department of Employment  
and Workplace Relations**

# **JOB SEEKER GUIDE**

**Children's Education and Care**

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# **CHAPTER ONE**

## **OVERVIEW OF THE CHILDREN'S EDUCATION AND CARE SECTOR**

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# THERE'S A WORLD OF OPPORTUNITY AVAILABLE TO YOU WITH A CAREER IN THE CHILDREN'S EDUCATION AND CARE SECTOR

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Browse the information below to learn more about the range of roles available, benefits of working in the sector and the career potential on offer.

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## THE SECTOR AT A GLANCE

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A large sector that is predicted to sustain strong future growth



Jobs of different skill levels, with access to training and upskilling opportunities



Flexible work options, including full-time, part-time and casual roles



Portable skills so you can work anywhere across Australia

### THE CHILDREN'S EDUCATION AND CARE SECTOR OFFERS A RANGE OF SERVICES FOR CHILDREN BASED ON THEIR AGE AND EDUCATIONAL, CARE AND DEVELOPMENTAL NEEDS

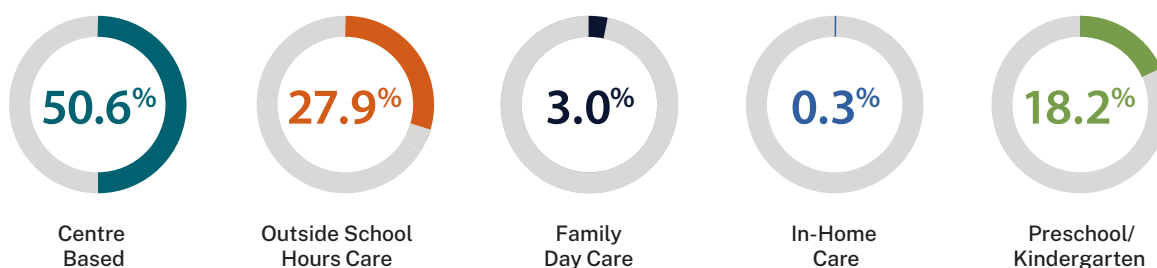
The children's education and care workforce is essential to Australia's economic and social prosperity. Staff in the sector lay the foundations for children's learning and development, to set children up for success in their later lives and enable them to reach their full potential.

The sector is projected to need around 7,900 additional educators and an additional 10,600 early childhood teachers by 2026. Demand for services continues to grow, increasing the need for the sector's workforce to also expand and develop.

# RANGE OF CHILDREN'S EDUCATION AND CARE SERVICE TYPES

If you're considering a job in the sector, it's important to understand the range of different service types that you could work in.

**There are five approved service types in the children's education and care sector. There are over 16,000 services which are distributed as follows:**



The children's education and care sector includes Child Care Subsidy approved Centre Based Day Care and Outside School Hours Care services as well as Family Day Care, where the care is provided in the educator's own home and In Home Care services where the care is in the child's home. The sector also includes centre-based preschools and kindergarten services. These services can be operated by individuals or by a range of organisations including private businesses, community organisations, local councils and schools.

**Centre Based** Day Care services also known as **long day care** services provide education and care for children aged birth to school age. These services are regulated by state and territory governments under the National Quality Framework. Long day care services must operate for at least 8 hours per day and may include a preschool or kindergarten program.

**Preschool and Kindergarten** services are usually based on school sites or nearby, and provide education and care for children three to five years of age. There are also standalone preschools or kindergartens not attached to schools. These services are regulated by state and territory governments under the [National Quality Framework](https://www.acecqa.gov.au/national-quality-framework) (<https://www.acecqa.gov.au/national-quality-framework>). Preschool or kindergarten services operate varying hours depending on their location and funding arrangements.

**Outside School Hours Care** are centre based services that provide education and care for children from school age to 13 years of age at a range of times including before and/or after school, during school holidays and on pupil free days. Outside School Hours Services often operate on or near schools and from other facilities such as community halls.

**Family Day Care** services provide education and care to small groups of children in the homes of registered Family Day Care educators. The Family Day Care educator provides education and care to children aged birth to 13 years of age, with the majority of children attending aged birth to school age. School aged children can also attend Family Day Care before and after school and during school holidays.

**In Home Care** services assist parents or carers who are unable to access other mainstream children's education and care service options. The service is provided in the family home by an educator who is engaged by an approved In Home Care Service. Services may be used, for example, by parents or carers who work non-standard hours, are geographically isolated or have children with complex needs.

## OTHER TYPES OF CARE

**Babysitters, nannies and au pairs** provide care and support services that are flexible and cater to a family's needs. Such services are generally provided in the family home and delivery times and activities are tailored to suit specific child or family needs.

These arrangements are not regulated under the National Quality Framework and requirements vary from family to family.

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# REGULATION AND QUALITY STANDARDS

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**Nationally** - The Australian Children's Education and Care Quality Authority (ACECQA) is the independent national authority that supports governments across Australia to administer the National Quality Framework for applicable children's education and care service delivery. This organisation has a variety of roles including assessing and approving individual and organisation qualifications, maintaining a national register of approved providers and services and monitoring quality.

The National Quality Framework sets the standard for children's education and care service delivery in applicable services across all states and territories. You can read more about the National Quality Framework on ACECQA's website, at: <https://www.acecqa.gov.au/national-quality-framework>.

**State and territory governments** – Have responsibility for regulating and monitoring children's education and care service providers in their jurisdictions.

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# A VALUES-BASED SECTOR

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In addition to looking for high-quality and professional staff, employers in the children's education and care sector also look for staff whose attitudes, values and behaviours align with those of their organisation and the requirements of the role.

When undertaking a role in this sector it is important to consider both your personal values as well as the skills and qualities you'll bring to a role. Working in this sector requires a commitment to delivering quality education and care first and foremost, but you will still need to possess the care-based personal values and attributes that will demonstrate your interest and enthusiasm for working in the sector.

A desire to work with young children, a caring nature and patience are all essential values and attributes to possess for a successful career in children's education and care. Good communication skills are also important to keep parents and carers informed about their children's experiences, needs and progress. Other important attributes include having good observational skills and attentiveness, and the ability to be flexible and adaptable.



In addition, a role in this sector can often be physically active, with a lot of time spent on your feet and getting up and down, so some physical fitness and a willingness to be active on a day-to-day basis is also essential.

Below are some of the most common values, attributes, and personal qualities that children's education and care employers look for in staff, as described through job advertisements:



## WHAT ARE YOUR PERSONAL VALUES AND ATTRIBUTES?

Knowing yourself, the skills you have to offer and the values and attributes that represent you best will help you identify if working in the children's education and care sector will be a good fit for you, and what type of role you're best suited to.

Work through the **Self-Reflection Tool (Chapter 3)** to discover your personal and working style preferences and where your best fit in the children's education and care sector might be.

# BENEFITS OF WORKING IN THE SECTOR

People who work in the children’s education and care sector usually talk about the personal fulfilment they get from their work, and how they enjoy making a difference in the lives of children, families and communities.

Some of the benefits you’ll experience from working in the sector include

	Meaningful work – make an impact		Job satisfaction in helping children to learn, grow and thrive
	A range of roles available		Time flies – work is always interesting and never dull
	Opportunities to learn and upskill		Work as part of a team
	Flexible working environment		Align your career and personal values

Watch this video to learn more about the benefits of working in the children’s education and care sector and what staff enjoy most about their role:

## WHAT DO TEACHERS AND EDUCATORS ENJOY MOST ABOUT THEIR WORK?



[www.startingblocks.gov.au/videos/what-do-teachers-and-educators-enjoy-most-about-their-work/](http://www.startingblocks.gov.au/videos/what-do-teachers-and-educators-enjoy-most-about-their-work/)

You can also read more about the benefits of a children’s education and care career by reading ACECQA’s ‘Becoming an early childhood education and care profession’ Information Sheet, available at: [www.acecqa.gov.au/media/27356](http://www.acecqa.gov.au/media/27356)

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# WHAT'S NEXT?

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If the children's education and care sector sounds like it might be a good fit for you:

- read **Chapter 2** to learn more about the different types of **roles in the children's education and care sector**
- work through **Chapter 3- Self reflection tool: Is the children's education and care sector for me?** To help you think about your personal style and preferences and where you'll fit best working in the sector
- learn more about talking to employers in the children's education and care sector about job opportunities they have available in **Chapter 4 – Engaging with employers in the children's education and care sector**
- **Chapter 5- Choosing the right training for entry level roles in the children's education and care sector** to understand the training options available to you to get your children's education and care career started
- **Chapter 6- Case studies and helpful information** for more details about the children's education and care sector and options available to you

# CHAPTER TWO

## ROLES IN THE CHILDREN'S EDUCATION AND CARE SECTOR

A range of different roles are on offer in the children's education and care sector. Read through this resource to learn more about the entry-level and in-demand jobs available, and the type of job that might suit you best.

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### COMMON ROLES

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Some of the most common entry-level and in-demand occupations that employers recruit for in the children's education and care sector include:



Educators



Early Childhood Teacher

Browse through the detailed role profiles in this resource to learn more about:

- duties typically undertaken for different roles
- requirements for employment in the role (including qualifications), and
- career and entry pathway options.

Importantly, despite the roles they offer being similar, each employer will have their own requirements for employment. So, it's a good idea to search for jobs advertised by employers in your local area and to talk to them about the specific requirements they might have for different roles, as well as the entry pathways they offer.

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# WORKING IN THE CHILDREN'S EDUCATION AND CARE SECTOR

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Each type of role in the children's education and care sector has different qualification and employment requirements, responsibilities and pay. There's also a great deal of flexibility in terms of the availability of full-time, part-time and casual role options.

For every role that you're interested in applying for, there are likely to be mandatory (must-have) and desirable (nice-to-have) criteria that you'll need to keep in mind.

## THE MUST-HAVES...

All employees working in the children's education and care sector need to pass rigorous background checks:

- **Working with Children Check.** These checks are conducted by state/territory authorities. For more information visit: [www.acic.gov.au/our-services/national-police-checking-service/find-out-more-information/working-children-checks](http://www.acic.gov.au/our-services/national-police-checking-service/find-out-more-information/working-children-checks)
- **National Police Check.** Clear checks are compulsory for working in the sector. For more information on National Police/Criminal History Checks, visit: [www.acic.gov.au/i-need-check-myself](http://www.acic.gov.au/i-need-check-myself). To submit a check, contact an Australian Criminal Intelligence Commission accredited body or an Australian police agency who can submit a Police Check on your behalf. More information is available at: [www.acic.gov.au/accredited-bodies](http://www.acic.gov.au/accredited-bodies).
- **An approved qualification or actively working towards attainment.** To work in the children's education and care sector, the majority of educators and teachers must hold, or be actively working towards, an approved qualification. You can search the list of approved early childhood teaching, Diploma and Certificate III level qualifications on the Australian Children's Education and Care Quality Authority's (ACECQA) website, at: [www.acecqa.gov.au/qualifications/nqf-approved](http://www.acecqa.gov.au/qualifications/nqf-approved). The qualification requirements for outside school hours care educators differ by state and territory, with qualifications required for some positions.

## THE NICE-TO-HAVES...

- **First aid training /anaphylaxis management training /emergency asthma management training.** Training in these areas will give you an advantage in being able to offer specialised skills to different employers for a range of roles. You can also talk to employers about whether or not they offer this type of training to new staff. For training providers delivering these types of courses near you go to [www.myskills.gov.au](http://www.myskills.gov.au). For more information on approved qualifications relevant to this sector go to: <https://www.acecqa.gov.au/qualifications/assessment/approval/first-aid-and-training>.
- Qualifications in, or demonstrating a strong understanding of, **work health and safety practices** in the children's education and care environment.
- Training in basic **food handling/preparation** particularly in outside school hours care and centre based day care facilities where food service is often part of daily activity.

## ...BUT CHECK WITH THE EMPLOYER FIRST!

Your first step should always be to talk to an employer of interest and find out what their requirements are. This will ensure that you undertake the appropriate training and preparation that's required for the role and for working with their organisation.

## ROLE PROFILES

Read through the below role profiles to learn more about the duties, requirements and career pathways for common entry-level and in-demand roles.

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# EDUCATOR

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(Also known as 'Early Childhood Educator' or 'Childcare Assistant' or 'Team Leader' or 'Room Leader')

## WHAT DO EDUCATORS DO?

Becoming an educator is a great place to start your career in the children's education and care sector. Educators deliver high quality learning opportunities, provide care and support, and guide children's social, emotional, physical and cognitive development. Educators support children in their educational and recreational activities and their overall learning and development.

The roles and responsibilities of an educator may include, but are not limited to:

- supporting children's learning and development, including contributing to the educational program and practice
- developing positive relationships with children and families
- supporting the daily routines of children
- guiding and supervising staff (as a Room/Team Leader), if the educational leader at a service, this would include providing support to other staff on their educational program
- assisting children with their toileting and personal hygiene
- complying with service policies and national and state-based regulations.

Specialisations:

- Birth to year before school
- School age up to 13 years.

## BECOMING AN EDUCATOR

Once you've searched for and found a role of interest, read through the job description thoroughly for information about role requirements, including the skills, qualification/s and experience needed to successfully do the job. Individual employers have differing requirements, so it is important to consider both what they are looking for and what you have to offer them before you apply.

## WHAT MIGHT AN EDUCATOR DO IN A TYPICAL DAY?

Below are some examples of the types of activities you may undertake in this role.

1. Prepare the children's environment for the day's play, learning and development activities.
2. Talk to parents and carers when they drop off their children, and support children with play and having breakfast.
3. Support development of children's creative, language, literacy, numeracy and communication skills through activities such as music and storytelling.
4. Support children to learn through play-based learning.
5. Use mealtimes as an opportunity to educate children about healthy foods and nutrition and to form meaningful relationships through conversations.
6. Support children to relax and rest.
7. Assist children with their toileting and personal hygiene including nappy changes.
8. Observe, record and support individual children and groups as they participate in play and practical activities, including art, dancing, sand play and water play.
9. Engage with other staff across the service to support children and families. Meet with parents to discuss children's progress and education and care needs.
10. Update children's individual progress records and prepare further learning and development activities. If you're training towards a qualification, your day may also include time for studying.

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## EARLY CHILDHOOD TEACHER

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(Also known as 'Early Education Teacher', 'Early Childhood (pre-primary school) Teacher', 'Kindergarten Teacher', or 'Preschool Teacher')

### WHAT DO EARLY CHILDHOOD TEACHERS DO?

Whether you are already an educator or just starting out in your children's education and care career, a degree will extend your current skills so you can become a leader in the sector and undertake the role of an early childhood teacher. In this role, you can work in a range of services, including centre based long day care, kindergartens and preschools.

The roles and responsibilities of an early childhood teacher may include, but are not limited to:

- supporting families to be involved in their child's learning and development whilst at the service
- designing, planning, implementing and evaluating educational programs and practices
- leading and supporting the health, wellbeing, learning and development of children
- coaching, mentoring and supervising staff, if the educational leader at a service, this would include providing support to other staff on their educational program

- observing, assessing and recording each child’s development and learning
- detecting signs of developmental delay, ill health or emotional issues
- liaising with parents, other teachers, support staff, health and wellbeing professionals
- building and maintaining strong relationships with children and their families, and
- ensuring compliance with service policies and national and state-based regulations.

## BECOMING AN EARLY CHILDHOOD TEACHER

Once you’ve searched for and found a role of interest, read through the job description thoroughly for information about role requirements, including the skills, qualification/s and experience needed to successfully do the job. Individual employers will have different requirements, so look at the specific criteria you need to meet for each job application. In some states and territories, early childhood teachers will also need to be registered by their state and territory teacher regulatory authority.

## WHAT MIGHT AN EARLY CHILDHOOD TEACHER DO IN A TYPICAL DAY?

Below are some examples of the types of activities you may undertake in this role, that are in addition to the activities an educator would already undertake (refer to page 11).

1. Supervise student teachers and provide mentoring, support and guidance to other staff.
2. Observe children and identify learning barriers and developmental and support needs.
3. Liaise with parents, educators, support staff and health and wellbeing professionals to facilitate children’s development and care.



## POSSIBLE CAREER PATHWAY

Below is an example career pathway for someone commencing as an educator. You can begin your career as an educator to get skills and experience in an entry-level role. Once you have completed your Certificate III you could then work towards completing a Diploma. With experience and as a Diploma qualified educator you could choose to work as a team leader, educational leader or as a service director or co-ordinator across a range of service types including Family Day Care, Outside School Hours Care and centre-based services such as long day care or preschools/kindergarten.

As a Diploma qualified educator you may also choose to work towards obtaining a four-year degree in early childhood education and care. As an early childhood teacher you may choose to seek work as an educational leader, teacher or Director in centre based service, such as long day care, preschool or kindergarten.

# CHAPTER THREE

## SELF-REFLECTION TOOL: IS THE CHILDREN'S EDUCATION AND CARE SECTOR FOR ME?

### GETTING TO KNOW YOURSELF

Finding a job that you'll enjoy starts with knowing yourself, the skills you have to offer, and the type of job that will get you motivated and excited.

Use this self-reflection tool to help you think about your personal values, style, and preferences and whether you'll be a good fit to work in the children's education and care sector. Start by responding to the statements below about your personal and working style, checking the appropriate box 'X' against each statement.

My personal and working style	Mostly	Sometimes	Rarely
I enjoy being around children and helping them to learn and grow	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
I'm able to pick up on how others are feeling and adapt my behaviour accordingly	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
I'm enthusiastic and good at encouraging and supporting other people	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
I can neutralise stressful or emotional situations	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
I'm able to look on the bright side of a situation by keeping things positive	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
I enjoy being creative and trying new things	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
I'm confident in using my own judgement to find ways around problems and make good decisions	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

My personal and working style	Mostly	Sometimes	Rarely
I'm able to remain calm and focussed and can work through issues when things don't go to plan	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
I'm patient and don't get easily frustrated	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
I'm caring and concerned about the needs and feelings of others	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
If something feels different or doesn't seem right, I'll follow up to find out why	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
I'm punctual and reliable	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
I'm energetic and like being active and on my feet	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
I can prioritise tasks to meet deadlines and keep to a schedule	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
I can communicate clearly with others	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
I'm good at listening and can understand and follow instructions	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
I seek out advice or further information if I'm unsure about something	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
I'm open to receiving feedback and accepting responsibility for my actions	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
I can work independently or in a team to complete my work	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
I'm flexible in relation to working hours	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
I can explain things clearly, both in written and verbal forms	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
I'm willing to take on a range of activities and tasks as required	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
I understand and can comply with rules to make sure safety is a priority	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
I can self-reflect and consider things that I've done well and could improve on	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
I'm comfortable working with a range of IT devices to complete my work	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
I'm able to make observations and record them clearly and accurately	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

How did you go? Count the total number of responses you ticked against each of the options ('mostly', 'at times' or 'not often') and note them below:

Mostly	Sometimes	Rarely
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

# WHAT DO YOUR RESULTS MEAN?

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If you ticked 'mostly' for the majority of your responses...

...then you'll identify well with the values that employers in the children's education and care sector are looking for and should be a good fit for a range of different roles. Read on to determine where your best fit might be.

If most of your responses were in the 'sometimes' column...

...then a role working closely with children in the children's education and care sector could be the best fit for you. However, there may be other roles in the sector that are a better fit and worth exploring, such as centre operations and administration roles.

If most of your responses were in the 'rarely' column...

...then a role working closely with children in the children's education and care sector may not be the best fit for you. However, there may be other roles in the sector that are a better fit and worth exploring, such as centre operations and administration roles.

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## WHERE'S YOUR BEST FIT?

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If you answered 'mostly' to the majority of the above questions, then caring for children and supporting children's learning and development through an educator, early childhood teacher or other roles (such as administration and food preparation assistant role) in the sector is likely to be a good fit for you.

Keep your responses to these questions in mind when reading through the descriptions of the different work settings below.

### CENTRE BASED DAY CARE/ PRESCHOOL/KINDERGARTEN

If the below list describes your preferences, then working in a centre based environment in children's education and care might be the best fit for you.

- ✓ **You prefer working at the one site, without the need to travel too much**
- ✓ **You like working in a lively and fast-paced working environment**
- ✓ **You like working in a team**
- ✓ **You like undertaking a schedule of tasks in a structured working environment**

A range of roles are available in centre based services from educator or early childhood teacher roles, to administration and food preparation roles. In a centre based care environment, you're likely to work closely with children and their families and have regular

interactions with co-workers to provide support to children as part of a team, with each staff member having joint and individual tasks and responsibilities. You may work under the supervision of a team leader, who can provide advice and guidance on meeting your responsibilities and completing different tasks.

Children attending centre based services are provided a play-based curriculum and are usually grouped according to their age and the number of educators required within a room (which is determined according to age group).

Depending on the centre and services it offers, you may be involved in taking children on excursions. Some routines may be considered 'regular outings', such as visiting the local library. Other excursions may be planned throughout the year, based on children's interests.

If you're interested in working in centre based service, you'll need to:

- undergo a Police Check and a Working with Children's Check
- have completed, or be working toward completion of, a relevant qualification. For some roles (such as in administration and centre cook roles) this isn't as much of a requirement but check with prospective employers to ensure you understand their requirements.

## FAMILY DAY CARE

If the below list describes your preferences, then working in Family Day Care might be the best fit for you.

- ✓ **You feel comfortable working independently**
- ✓ **You like having flexible working hours**
- ✓ **You can work in your own home**
- ✓ **You prefer working with children in small groups**

Family Day Care offers the opportunity to work with children in a nurturing home learning environment providing a play-based curriculum.

There will be flexibility in the hours of work you're able to undertake, with services offered during standard hours, evenings, before and after school, during school holidays, and sometimes overnight and on weekends.

You'll have the opportunity to work with children in different age groups, with services available for babies and children up to 13 years of age.

Your days at work will be lively and fast-paced—you'll undertake a range of recreational, learning and development activities with children in your care and be responsible for preparing materials and equipment to be used each day.

If you're interested in working in a Family Day Care role, you'll need to:

- undergo a Police Check and a Working with Children's Check
- have completed, or be working toward completion of, a relevant Certificate III level qualification in children's education and care
- hold a current certificate for providing first aid in an education and care setting, and training in the emergency management of asthma and anaphylaxis
- Understand and comply with all relevant national, state and territory regulations for Family Day Care (most workers in Family Day Care are owner/operators of their service).

## OUTSIDE SCHOOL HOURS CARE

If the below list describes your preferences, then working in Outside School Hours Care might be the best fit for you.

- ✓ **You like having flexibility in your day**
- ✓ **You like working independently and checking in with co-workers as required**
- ✓ **You like undertaking a range of tasks that may vary each day**

Work hours in Outside School Hours Care roles are likely to be flexible, to cater to how families typically use these services – which is often for differing amounts of time, to accommodate work duties, appointments or study commitments.

Your tasks are likely to vary on a daily basis, however, will tend towards a play-based curriculum with a focus on fun and leisure.

You'll often be required to work independently to provide education and care for school age children before and after school, during school holidays or as required at different times.

If you're interested in a role in outside school hours care, you'll also need to:

- undergo a Police Check and a Working with Children's Check
- as a preferred requirement (which may not be mandatory for all roles) have completed, or be working toward completion of, a relevant qualification in early childhood
- be physically fit to complete some of your duties.

## FINALLY, THINK ABOUT YOUR TRANSFERABLE SKILLS.

This resource has hopefully helped you to reflect on your personal style and preferences and where you may fit best, working in the children's education and care sector. It's a good idea to also reflect, however, on the transferable skills that you may have from your previous working or life experience, and to factor these into your considerations about your best fit role and all you have to offer to prospective employers.

Think of these as the 'portable' skills and abilities that you may have gained from all aspects of life— socially, professionally or through your personal/family life—that are likely to be relevant and useful for any professional role.

If you'd like to do a few more activities to help identify your preferences and preferred ways of working, explore the Job search basics – Workbook and other Job Jumpstart tools available at: [www.jobjumpstart.gov.au/toolbox](http://www.jobjumpstart.gov.au/toolbox)

Read through the examples of transferrable skills below and think about examples from your own experience.

Skill	How you may have developed it
Leadership	<p>You may have had the opportunity, in different aspects of your life, to act as a mentor to someone. This could be as a friend or colleague, where you've provided support and guidance in helping someone to navigate challenges, or in a sports team, where you've motivated and supported teammates.</p> <p>If you're a parent, you'll have acted as a key role model and mentor to your children, inspiring them and leading by example to ensure that they develop well, both emotionally and physically. Think about situations like these where you've demonstrated leadership qualities through supporting, guiding and mentoring others.</p>
Negotiation	<p>Consider daily situations where you've been persuasive in influencing a good outcome. An example might be from your home environment, if you'd had to negotiate your way through a tricky conversation with a family member, friend or colleague. If you're a parent, you may also have well-honed negotiation skills developed through helping your kids get ready for school or eating their dinner.</p>
Creative	<p>If you have hobbies that you enjoy doing, think about the sorts of creative skills that you've developed and put to use regularly, and how these could be applied through your work.</p>
Organisation	<p>We demonstrate organisation skills on a day-to-day basis through different activities. For example, it could be through organising a family member's birthday party, coordinating the daily pick-up from school or managing the family budget. If you've recently left school, you can discuss your skills in organising your daily study schedule and extracurricular activities.</p>
Judgement and decision-making	<p>We are required to make decisions on a daily basis. Think about times when you've demonstrated sound judgement and the ability to make good decisions in influencing a positive outcome. It may have been through juggling multiple tasks and prioritising those more important or preparing and planning to consider the different options and make the best judgment call.</p>

**Can you think of examples of your own transferable skills? Note them down below.**

# CHAPTER FOUR

## ENGAGING WITH EMPLOYERS IN THE CHILDREN'S EDUCATION AND CARE SECTOR

When you're speaking with prospective employers, it's important to consider what they're looking for and what you have to offer them.

This resource will help you to talk confidently to employers in the children's education and care sector about your skills and attributes and provides you with tips on how to put your best foot forward in preparing job applications and undertaking interviews.

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## FINDING CHILDREN'S EDUCATION AND CARE EMPLOYERS NEAR YOU

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Start by finding prospective employers near you to learn about their businesses, the types of staff they're looking to recruit and the types of opportunities they have available.

You can search for National Quality Framework-approved employers using the following online tools and narrow down your search to find service providers in your suburb or postcode:

- Find Child Care ([www.startingblocks.gov.au](http://www.startingblocks.gov.au))
- Australian Children's Education and Care Quality Authority: National Register ([www.acecqa.gov.au/resources/national-registers](http://www.acecqa.gov.au/resources/national-registers))



## WHERE ARE JOBS ADVERTISED?

**Employer and/or recruitment firm websites.** This is particularly common for larger organisations that have dedicated recruitment pages. Navigate to the 'careers' or 'work with us' page of an employer's website to find opportunities they have available and learn about the requirements for different roles. You can generally apply for opportunities directly through the recruitment page of an employer's website.

**Jobs boards.** You can use [www.workforceaustralia.gov.au/individuals/jobs/](http://www.workforceaustralia.gov.au/individuals/jobs/) or find more jobs boards to search, and guidance on using them, on the Jobs Hub, at: [www.dese.gov.au/jobs-hub/search-online-jobs-boards](http://www.dese.gov.au/jobs-hub/search-online-jobs-boards).

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# GETTING MORE INFORMATION ABOUT THE ROLES ON OFFER

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When browsing available opportunities, take note of the requirements that employers are asking for. You'll need to tailor your application to satisfy these requirements.

For information about the types of requirements associated with different roles, read through **Chapter 2 – Roles in the children's education and care sector**.

When reviewing job descriptions, look for how the employer describes their 'ideal candidate' in terms of values, attributes, skills and qualifications sought.

**To showcase all you have to offer, it's recommended that you write about your own values and attributes, and those that you share with the organisation, when preparing your job application and talking to the employer.**

If you'd like more information about the role or the organisation, contact the representative listed on the job advertisement. This is also a good way to introduce yourself to them and the organisation and indicate that you're interested in working with them and in the role they have available.



Be aware that traineeship options may be available for some roles in the children's education and care sector, so talk to prospective employers about whether they offer traineeship opportunities. For further general information about traineeships, visit **Australian Apprenticeships** ([www.australianapprenticeships.gov.au](http://www.australianapprenticeships.gov.au)).

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# SHOWCASING YOUR HOBBIES AND INTERESTS IN YOUR APPLICATION AND INTERVIEW

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You're usually advised against including too much information about your hobbies and interests in a typical résumé. However, employers in the children's education and care sector are looking for staff who are the 'right fit' to educate and care for children and families interacting with their services. They often like to know more about you as a person and what hobbies, interests and community connections you have.

Having certain skills and interests may also mean that you'll be well-suited to working with children and families looking for a tailored or individualised service experience. Sharing information with a prospective employer about your skills and interests is therefore important as it may give you a competitive edge with your application.

To get started, think about what you have to offer in terms of the following:

- Do you play sports?
- Are you artistic?
- Do you like reading or creative writing?
- Do you like to make things with your hands? (e.g. painting, woodworking, cooking, etc).
- Do you like to perform on stage?
- Are you part of any community groups? (e.g. sporting groups, multicultural groups, scouts, etc.)
- Do you speak any other languages?

List your hobbies below:

Now, think about how your hobbies and interests might relate to a role working in the children's education and care sector. For example:

- If you enjoy playing sports, you may like to work in a setting that has a particular focus on physical activity and exercise.
- If you're a creative and artistic person who enjoys activities like painting, writing or playing music, mention this and what skills you have to employers to give them a taste of what you can bring to the role.
- If you're part of a community group, mention this and what it means to you to be engaged with the group, and share what skills such as leadership, commitment and your interest in equality you would bring to the role.
- If you have a passion in caring for the environment or participate in any sustainability activities, this would also be good to mention as environmental sustainability is a key area of interest in a children's education and care setting.

Spend some time exploring the different ways that your hobbies and interests can contribute to you starting a meaningful career in the children's education and care sector.

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## IDENTIFYING DESIRABLE ATTRIBUTES FOR WORKING IN THE CHILDREN'S EDUCATION AND CARE SECTOR

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Children's education and care employers often talk about the importance of finding someone who is the 'right fit' for their organisation. This means they are looking for certain values and attributes that all their staff must demonstrate.

Consider the following employer quotes and think of practical examples to demonstrate the qualities sought:

**"We want staff who lead by example** and can create an inclusive learning environment."

I show leadership and set a good example by...

“We’re looking to recruit people who are friendly and **will build strong relationships with families** using our programs.”

I enjoy meeting and getting to know new people. An example of how I would build strong relationships in the workplace is...

“The work is interesting, varied and rewarding. Our staff are active all day and need to be adaptable and flexible to make sure our services are meeting the needs of children and families.”

A time I demonstrated flexibility was...

Below are some more quotes from employers. Think about how you would demonstrate the qualities they are looking for. Think about how you demonstrate the qualities and attributes that employers are looking for in the quotes.

"As every child is going through a different stage of learning, each early childhood educator must deal with certain situations where their patience will be very useful, whether it be listening to a certain song on repeat, repeating or explaining something several times."

"It takes patience to educate and care for children, so we want to ensure that candidates coming to us really want to do the role and are not simply seeking a job. We look for people who genuinely have a desire to make a positive difference in children's lives."

"An early childhood educator will need to communicate with parents, supervisors and, of course, young children. They will need to use the appropriate approach depending on the person they are dealing with."

"This job is not just about taking care of children. You need to observe how they're developing and how they go about completing learning experiences and activities. Are they having trouble communicating with other children? Are they enthusiastic towards the activities or are they having difficulties and need assistance? You need to be observant and attentive on all fronts."

"Being enthusiastic is so important to encourage children and help them to grow. Your enthusiasm will be a great source of motivation and your positive attitude will help children enjoy activities and their time with you."

For example, think about how you demonstrate:

- patience
- the ability to deal with difficult or complex situations
- good communication skills
- being attentive and observant
- showing enthusiasm and being a good motivator.

Record your responses below.

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## RESEARCHING THE EMPLOYER

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If you're planning on contacting an employer by phone, it's a good idea to prepare so that you're more at ease when making the call and can get the most out of the conversation.

Before contacting the employer, visit their website and make some notes about who they are, what types of services they deliver, where they are located, how large their business is, and anything else that helps you to form a picture of the organisation.

Having this information on hand will help you feel confident when talking to the employer on the phone, and when appropriate, you can demonstrate the knowledge that you've gained. For example:



**"I see from your website that you'll be opening a new children's education and care service shortly and I'd like to enquire about employment opportunities you might have available at that new centre".**

Being armed with information about the organisation will help you to demonstrate your interest in the business and your desire to work for them.

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# DEVELOPING YOUR 'EMPLOYER PITCH'

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An 'employer pitch' is a quick overview of your skills, experience, interests, and hobbies that provides a summary to employers of why you're interested in the sector and what you can bring to the role.

It should be about 30 seconds long and doesn't need to cover everything, just the highlights.

You can use your employer pitch to provide content for your job applications, talking points when speaking with employers, and to guide you during interviews.

Work through the below steps to develop your employer pitch.

## STEP 1: INTRODUCE YOURSELF

When talking to the employer, start with a friendly and warm introduction. For example:

Hello, my name is \_\_\_\_\_ It's lovely to meet you!

This will be your first interaction with the employer, so it's important to create a good first impression.

## STEP 2: SUMMARISE YOUR RELEVANT VALUES, SKILLS, EXPERIENCE, INTERESTS AND HOBBIES

Using the research on the employer that you previously undertook, consider their values and what stands out as important to their organisation and how they operate.

Now, identify the values of the organisation that resonate most with you. If you've not already completed the self-reflection tool in this resource series (Chapter 3), work your way through the values statements in that resource to help you think about your personal style and preference, and the values and attributes that best describe you.

In addition to your values and attributes, think about the other skills and experience you have to offer. For example:

- relevant training and qualifications (such as a current First Aid Certificate)
- caring responsibilities that you've held, which will be relevant to working in the role, (for example, if you've had children to care for, or assisted a family member or friend in looking after their children)
- previous work experience and how it might be relevant to this sector (for example, if you've previously worked in hospitality or retail, you could talk about the customer service and food preparation skills you developed in those roles).

If you're not sure what to include, try writing down everything that comes to mind and then go through the list to pick the top three or four points that you feel are strongest in highlighting what you have to offer and will demonstrate to the employer why you're a good fit for the sector.

And remember, you don't need to cover everything, just include the highlights.

Some examples could be:

**Example 1:**

I have \_\_\_\_\_ I enjoy \_\_\_\_\_.

**Example 2:**

I am currently studying \_\_\_\_\_ I have \_\_\_\_\_  
\_\_\_\_\_ I enjoy \_\_\_\_\_.

**Example 3:**

I am currently working in \_\_\_\_\_ I have \_\_\_\_\_  
\_\_\_\_\_ I enjoy \_\_\_\_\_.

### STEP 3: WRITE ABOUT WHY YOU'RE INTERESTED IN THE SECTOR

Maybe you've attended a recent jobs fair or employer information session or realised the range of interesting roles available in the sector. You may have had experience caring for children and are interested in pursuing a career that can utilise your experience. Alternatively, you might have a friend or relative working in the children's education and care sector who has sparked your interest in starting your own career.

Whatever your motivations, write them down below to create a picture for employers about your interest in the sector and how motivated you are to work with them.



## STEP 4: THINK ABOUT WHAT YOU'RE LOOKING FOR IN A JOB

For you to thrive in your new role and undertake your best work, your job and working environment need to be the right fit for you. Therefore, it's important to think about what you're looking for in an employer and particular role, and to weave this into your employer pitch.

This might involve asking a few questions of the employer to find out more about their organisation and roles on offer, such as:

- What are the career pathways available in the sector and with the organisation?
- What are the benefits offered by the employer?
- What are the employment conditions offered – for example, will the role be full-time, part-time or casual? Will flexible working arrangements and rostering be available? What is the pay rate?

## STEP 5: FIND OUT MORE ABOUT THE ROLE AND ITS REQUIREMENTS

It's important to understand as much as possible about a role you're interested in to determine if there are any requirements that you'll need to meet and what the employer is offering.

Some questions to ask an employer might include:

- Do they have a range of current vacancies, or just a single vacancy?
- Are the advertised roles new opportunities or to fill existing vacancies?
- What qualifications and other requirements are needed for working with the organisation and in the role?
- Does the employer have a preferred training organisation that they like to work with or recruit students from?

Asking questions of the employer, like the above, will also help to demonstrate your interest in working with them and give you an indication of whether or not you'll be a good fit in the role.

## STEP 6: REHEARSE YOUR EMPLOYER PITCH OUT LOUD

After writing up your employer pitch, it's important to practise saying it aloud to get comfortable with what you're saying and ensure you present naturally to employers.

You might like to practise with a friend or family member and get them to time you to check that it isn't too long (remember, you are aiming for around 30 seconds).

While your pitch is designed to be a quick conversation starter, try to avoid speaking too fast or rambling – maintaining a clear, steady tone is key. Try to make eye contact and keep your energy level high, confident and enthusiastic, and don't forget to smile and breathe!

## STEP 7: FOLLOW-UP

After meeting with an employer and delivering your pitch, do a quick reflection exercise to record what you talked about with them and the name of who you spoke to. This will enable you to follow-up later to thank them for their time and to confirm your interest in future opportunities with their organisation.

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# RÉSUMÉ AND INTERVIEW TIPS

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A good résumé can be key to finding the right job and being well-prepared for an interview. Read through the tips below on developing your résumé.

## RÉSUMÉ TIPS

<b>1</b>	The length of your résumé will depend on your level of work experience, the skills you have and the job you're applying for. Try to keep it to no more than two pages.
<b>2</b>	Make sure your résumé uses an easy-to-read font – for example, Calibri or Arial in size 11 are good choices.
<b>3</b>	Tailor your résumé for each different job that you apply for. Each job needs different skills, so, if you change your résumé to match the job, you'll be noticed more easily. Pick up on 'key words' used by the employer in their job advertisement to describe your own past work tasks and responsibilities – for example, 'communicate clearly', 'problem-solve', 'work collaboratively', etc.
<b>4</b>	Include your name, phone number and email address on every page, for easy reference.
<b>5</b>	When describing your work history, include paid and unpaid work, and start with your most recent role first and work backwards. If you don't have much work experience, include everything that you have done that is relevant to the role that you're applying for, which may include volunteering you've undertaken, or caring responsibilities that you've had. Also, explain any gaps in your work history – for example, periods when you were out of the workforce due to study or raising your family.
<b>6</b>	Think about your referees carefully. Find people who'll be able to showcase your skills and abilities and describe why you'll be a good fit for the role. Always: <ul style="list-style-type: none"><li>• list at least two people</li><li>• list people who will say positive things about you</li><li>• list people who are not related to you, and</li><li>• ask your referees before listing them in your résumé. Let them know what the role is that you've applied for, why you think you're a good match, and that they may receive a call from the employer.</li></ul>
<b>7</b>	Get someone to proof-read your résumé. Ask them to look at the layout, to check for any spelling and grammar issues and give you any suggestions to improve your application.

## INTERVIEW TIPS

Preparing for your job interview in advance will help you feel more confident on the day. Here are some handy tips to get you started.

1

Write down important information. For example, when agreeing to undertake a job interview, write down the date, time and location of the interview. Ask for the name and phone number of the contact person and write these details down too. Don't ask the person calling to email you the details – you need to show that you're attentive and interested!

2

Plan, research and practise!

- Plan ahead of time what you'll wear to your interview and how you'll get there.
- If your interview is by phone or video conference, ensure you choose a quiet place to sit for the interview where you won't be disturbed. Also ensure that you test the technology in advance, to make sure it works on the day.
- Review your notes on the employer, their requirements and other selection criteria for the role.
- Brainstorm some possible questions that you think could be asked at your interview, based on the information in the job advertisement. Develop responses to these questions and practise as much as possible – including out loud, so you become familiar with hearing and saying the words.

3

Stay calm. Remember that everyone finds job interviews a bit stressful, so feeling nervous is normal. If you start feeling stressed, a couple of slow, deep breaths or taking a sip of water may help you to calm down.

4

Follow-up. At the end of the interview, ask about the next steps in the selection process. Ask about who the best person is to follow up with about the outcome of the interview and how long it might take to make a decision.

## INTERVIEW QUESTIONS

Below are some example interview questions that employers in the children's education and care sector might use to find out more about you and if you'll be a good fit for the role.

Try getting a friend or family member to role-play a mock interview with you using questions like these so you can get familiar with your responses.

Ask your interviewer to include a few random questions, to test how you'll cope thinking and answering on your feet.

- Why do you want to work here?

For your response, think about:

- using the information you've found by researching the employer and what service they deliver
- mention positives, such as taking the opportunity to upskill

### **Tell me a bit about yourself.**

Talk about your interests, hobbies, volunteer work that you've undertaken and what your long-term goals are, including further studies you'd like to undertake and your preferred career path.

### **Why do you want to work in the children's education and care sector?**

Speak about any experience that you have working with children (including any informal or unpaid experience), what interested you to explore the sector and the particular aspects of the role that you're enthusiastic about.

### **What are your strengths?**

Emphasize what you're good at (like being patient, creative, enthusiastic and versatile) and provide an example of how you'd use these strengths working in an education and care service.

### **What qualities do you have that could add to our centre?**

Read the job description again to pull out the qualities that you think best encapsulate the role and are what the employer is looking for. Provide examples of the unique qualities and skills that you can bring to working in an education and care service, such as holding a first aid qualification, speaking another language or being from a particular cultural background.

Practise saying your answers to questions like these out loud to become familiar with your responses and the range of examples you can mention to demonstrate your skills.

# CHAPTER FIVE

## CHOOSING THE RIGHT TRAINING FOR ENTRY-LEVEL ROLES IN THE CHILDREN'S EDUCATION AND CARE SECTOR

Understanding the qualification requirements and training pathways available for different roles in children's education and care is key to determining your entry pathway and career development opportunities in the sector.

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### WHAT ARE THE QUALIFICATION REQUIREMENTS?

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Approved qualifications are required for the majority of roles in the children's education and care sector. Accredited training and qualifications enable children's education and care educators to develop the specialised skills they require to support children's educational, emotional, social, physical and mental wellbeing and development. Skills developed through training also ensure that delivery of quality education, care and support is provided in a safe and nurturing environment.

Qualification requirements vary for different roles and which state or territory you are in, but generally will include either:

- a Certificate III level educator qualification (for example, a Certificate III in Early Childhood Education and Care)
- a Diploma level educator qualification (for example, a Diploma of Early Childhood Education and Care)
- an early childhood teaching qualification (for example, a Bachelor of Early Childhood Education)
- Approved qualifications for working with school age children (for example, a Certificate III in Outside School Hours Care)

Under the National Quality Framework educators and early childhood teachers may be counted as meeting the qualification requirements if they are **'actively working towards an approved qualification'**. This means that you must be:

- enrolled in an approved qualification and have started study
- making satisfactory progress toward completing the course
- meeting the requirements to maintain enrolment

More information on the National Quality Framework and qualification requirements can be found on the Australian Children's Education and Care Quality Authority's (ACECQA) website, at: [www.acecqa.gov.au/nqf/about](http://www.acecqa.gov.au/nqf/about).

Before enrolling in accredited training, check first with an employer of interest about their specific requirements and training needs, to ensure you'll be equipped with the right qualification for the job.

Read on to the **'tips for talking to employers about training options'** section for further information.

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## FIRST AID QUALIFICATION AND TRAINING

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In addition to approved educator and teaching qualifications, additional training may also be required by some employers in the children's education and care sector. This training generally includes:

- attainment of a First Aid Certificate
- emergency asthma management training
- anaphylaxis management training.

Further information about first aid qualifications and training is available on the Australian Children's Education and Care Quality Authority's website, at: [www.acecqa.gov.au/nqf/about](http://www.acecqa.gov.au/nqf/about).

Before undertaking any training, talk first with prospective employers to ensure that you understand their needs and qualification requirements – failing to do so can be financially costly and result in you undertaking training that's not suited to the role you want.

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# TIPS FOR TALKING TO EMPLOYERS ABOUT TRAINING OPTIONS

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Talking to prospective employers is the best way to identify the right training to undertake for the job you want and set your children's education and care career up for success.

Start by asking an employer the following questions about their qualification requirements and preferences:

- Is a qualification required for the role? If so, what is the preferred qualification name, and what level of qualification do you need to have (for example, Certificate III, Diploma or degree level)?
- Is a full qualification required to start the role, or can employment commence after you've enrolled in the appropriate qualification and commenced study?
- Does the employer have a preferred local training provider?
- Is it possible to complete training while you are working, for example, through a traineeship or in your own time?

Clarifying these questions will assist you in choosing the right training option for the job.

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## WHAT TRAINING PATHWAYS ARE AVAILABLE?

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If you've identified the type of children's education and care role that you wish to undertake and have a good understanding of the qualification requirements after speaking with prospective employers, start talking to Registered Training Organisations in your area about the training options that they offer.

**Traineeships** can be a great way to gain a qualification while working in a children's education and care role. Through a traineeship, you'll acquire vocational skills and practical experience while working in a children's education and care service. You'll also be fully qualified upon successful completion of your traineeship.

You can also talk to prospective employers about the traineeship opportunities that they offer and how to sign up.

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# HOW DO I CHOOSE THE RIGHT QUALIFICATION AND TRAINING PROVIDER?

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After talking to a potential employer, you may have an indication of which training provider is preferred by their organisation, based on their previous experience and the quality of training delivered.

Alternatively, you might not have spoken to an employer about their training provider preferences or simply wish to look at other options that are available.

Follow the tips below on choosing the right qualification and training provider for you.

- Make sure the qualification you wish to study is approved under the children's education and care National Quality Framework and published on the Australian Children's Education and Care Quality Authority's (ACECQA) approved qualifications list, available at: [www.acecqa.gov.au/qualifications/nqf-approved](http://www.acecqa.gov.au/qualifications/nqf-approved).
- Review the Australian Skills Quality Authority (ASQA) factsheet about 'choosing a training or education provider', available at: [www.asqa.gov.au/resources/fact-sheets/choosing-a-training-or-education-provider](http://www.asqa.gov.au/resources/fact-sheets/choosing-a-training-or-education-provider).
- Keep an eye out for organisations that specialise in education and care qualifications as well as offer modes of study suited to your individual needs.
- Visit the My Skills website ([www.myskills.gov.au](http://www.myskills.gov.au)) to search for the training course you'd like to complete, following the steps below.

## Using the My Skills website

1. Enter the course name in the **'Search courses or occupations'** box.
2. Select the relevant course from the search results list—for example, 'Certificate III in Early Childhood Education and Care'— for guidance on the average training fees for that course and a list of training providers who deliver it.
3. To identify local training providers:
  - Scroll down and View Training Providers (below the Course Overview section)
  - enter your location or postcode in the designated fields and select
4. Look for the **\$ Subsidies** indicator to identify government subsidised training options that are available.
5. Think about any additional learning support or training requirements that you may have, including:
  - will you need access to public transport or car parking?
  - do you have caring/other responsibilities that you will have to fit training around? If so, you could investigate children's education and care service availability, or options for online or evening classes to undertake study more flexibly.
  - will you need access to computer facilities?
  - do you need additional language, literacy and numeracy support?
  - Ask training organisations about the facilities and support they offer to meet your needs.



# COMPARE YOUR SHORTLISTED TRAINING PROVIDERS

After finding the right course for your needs and potential training organisations to deliver it, create a shortlist of your preferred training providers to help make your final selection.

Use the comparison tool below to consider which of your shortlisted training providers will best suit your needs.

Considerations/questions	Training Provider 1	Training Provider 2	Training Provider 3
<b>Training Provider name:</b>			
<b>Course availability:</b>			
Do they have places available?			
When does the next course start?			
<b>Course availability:</b>			
Where will I need to go to attend classes?			
Is the course full time or part time?			
How long does the course go for?			
How is the course delivered (face to face, online or a mix)?			
How many 'face to face' (or classroom) hours will there be per week and what are the expected hours of work in your own time?			
How many students are in each class?			
Is Recognition of Prior Learning (RPL/credit transfer) available for the course?			
Do they use industry standard equipment in their teaching - i.e. a simulated workplace environment?			
What course electives do they offer?			
How will I be assessed? Exams, assignments, presentations, class participation			

# CHAPTER SIX

## CASE STUDY AND HELPFUL INFORMATION

Explore a case study of a job seeker finding a meaningful career in the children's education and care sector. Find more information and resources to help you explore your career options in the children's education and care sector.

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### JORDAN'S STORY

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Jordan was working in a casual hospitality role prior to COVID-19. She decided it was a good opportunity to start a new career and find a job that might offer more stability and career development opportunities, but hadn't thought too much about what she'd particularly like to do.

She started to think about the previous jobs she'd held and decided to write down the things she liked about these roles. She noted **'customer service'** at the top of her list and reflected on how she'd always enjoyed meeting new people at work, being kind and friendly in her approach to serving people and ensuring that customers are well looked after.

She also noted that she enjoys doing work that's fast paced and offers **opportunity and variety** every day. Her preference is to work in a team environment, and she has lots of experience in doing so through her hospitality roles.

She finished school a few years ago and hadn't thought too much about further study, but felt the time was now right to gain a qualification. Jordan was always interested in teaching as a profession. At school, she loved being in a learning environment and having the opportunity to develop new skills and knowledge.

Jordan decided to start searching for job opportunities online. After some searching for education-related vacancies in her local area, she saw an advertisement for an **Outside School Hours Care Educator** at an outside school hours care service near her. She decided to contact the service to enquire more about the role, the type of applicant sought and requirements for employment.

She discovered that the service was looking for someone with an interest in supporting the educational development and growth of children. Jordan explained that she didn't have any relevant qualifications, but was interested in pursuing further study. The service was open to taking on new staff who could complete their qualifications whilst working.

Jordan decided to apply for the role. She put together a strong job application, explaining her interest in starting a career in the education and care sector, and how her customer service skills, teamwork and communication skills developed through her previous working experience would make her a great fit for the role.

Jordan was delighted to be interviewed and found suitable for the job and offered the position as an Outside School Hours Care Educator. Working in the children's education and care sector will offer Jordan plenty of employment opportunities into the future and a range of career pathway options to explore. Her hours of employment in the role (early morning and after 3pm) offer flexibility to allow Jordan to also study during the day.

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## SUMMARY

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Remember that it's important to understand the requirements of the job you're interested in and what employers are looking for, so you can then match your own skills and preferences to what's available. Always check with prospective employers about what their requirements are for different positions and talk to them about entry and career pathway options that are available.

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## TRAINING

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Explore the websites below for more information and resources about training options in the sector.

### MY SKILLS

[www.myskills.gov.au](http://www.myskills.gov.au)

The My Skills website is the national directory of vocational education and training (VET) organisations and courses in Australia. Browse the website to:

- search for training courses that you're interested in for jobs in the children's education and care sector
- find out about average training fees for courses and which Registered Training Organisations (RTOs) deliver the course you're interested in
- identify RTOs who offer government-subsidised training.

### AUSTRALIAN APPRENTICESHIPS

[www.australianapprenticeships.gov.au](http://www.australianapprenticeships.gov.au)

The Australian Apprenticeships website provides information on:

- how apprenticeships and traineeships work and the support and incentives available for apprentices, trainees and employers
- the role of Australian Apprenticeship Support Network (AASN) providers, the support they offer and how to connect with them.

## AUSTRALIAN CHILDREN'S EDUCATION AND CARE QUALITY AUTHORITY

[www.acecqa.gov.au](http://www.acecqa.gov.au)

The Australian Children's Education and Care Quality Authority's website provides a range of useful information and resources about training and qualification requirements in the children's education and care sector.

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# VOLUNTEERING

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Volunteering at events that include working with young children (e.g. community sports and recreation activities) is a great way to explore your interest in working with children and find out if it's a good fit. Use the websites below to find out more about volunteering.

## VOLUNTEERING AUSTRALIA

[www.volunteeringaustralia.org](http://www.volunteeringaustralia.org)

The Volunteering Australia website includes resources and information about becoming a volunteer, including:

- a search function to help you find volunteering opportunities near you
- resources to help you get started with volunteering.

## FAIR WORK OMBUDSMAN

[www.fairwork.gov.au/pay/unpaid-work](http://www.fairwork.gov.au/pay/unpaid-work)

The Fair Work Ombudsman's website includes information to help you understand your rights and responsibilities when volunteering.

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# EMPLOYMENT

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## AUSTRALIAN CHILDREN'S EDUCATION AND CARE QUALITY AUTHORITY

[www.acecqa.gov.au](http://www.acecqa.gov.au)

The Australian Children's Education and Care Quality Authority's website provides a range of useful information and resources about the children's education and care sector including:

- a search function for you to find service providers near you
- information about the sector, including qualification requirements, training information and other useful links and resources.

## STARTING BLOCKS

[www.startingblocks.gov.au](http://www.startingblocks.gov.au)

Starting Blocks is an online platform supported by the Australian Children's Education and Care Quality Authority (ACECQA) that provides information about education and care services, including:

- a service finder function, to locate potential employers in your area
- information about the types of services delivered in Australia.

## JOB JUMPSTART

[www.jobjumpstart.gov.au](http://www.jobjumpstart.gov.au)

Job Jumpstart offers information and resources to support you in your job search, including:

- practical information to help you identify the jobs you might be suitable for
- tips and guidance on tailoring résumés and preparing for interviews
- insights from employers on what they look for in workers
- advice on finding work experience and employment opportunities.

## LABOUR MARKET INSIGHTS

[www.labourmarketinsights.gov.au](http://www.labourmarketinsights.gov.au)

Labour Market Insights provides information about career pathways, labour market trends and employment projections. Information on the website can assist you with:

- learning about the future outlook, pay, job descriptions and employment pathways in the children's education and care sector
- exploring how the jobs in demand are changing in your local area.

## FAIR WORK OMBUDSMAN

[www.fairwork.gov.au/pay/unpaid-work](http://www.fairwork.gov.au/pay/unpaid-work)

The Fair Work Ombudsman's website provides information about your workplace rights and obligations, including information about minimum pay and conditions for work in the children's education and care sector.

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# NOTES

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