



LETIZIA'S  
LEARNING SYSTEM

# READY FOR WORK

Student Guide



**A PRACTICAL DEVELOPMENT GUIDE FOR  
JOB SEEKERS**

A Practical Guide to Finding, Starting, and  
Keeping Work in Today's World

*Prepared by  
Letizia's Training & Development*



# WELCOME TO READY FOR WORK

Name

\_\_\_\_\_

Start Date

\_\_\_ / \_\_\_ / \_\_\_

Employment Goal

\_\_\_\_\_

Provider

\_\_\_\_\_

Prepared in collaboration with

Letizia's Training & Development

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# Welcome to READY FOR WORK

This guide is for you.

Whether you are looking for work for the first time, returning after a break, or feeling unsure about your next step, this guide was created to support you in a practical and realistic way.

This is not a test.

It is not a checklist you have to rush through.

And it is not written to judge where you are right now.

## What This Guide Will Help You Do

- Understand what work looks like in today's world
- Prepare yourself before applying for jobs
- Build confidence step by step
- Feel more ready to start and keep work

It focuses on real situations people face when looking for work, starting a job, and settling into the workplace.

The information is written clearly and broken into small sections so you can return to it whenever you need.

## How to Use This Guide

You can:

- Work through it from start to finish
- Read one section at a time
- Use it alongside support from an employment provider or trainer
- Come back to it when your situation changes

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You can use this guide in different ways:

- Work through it from start to finish
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There are reflection questions and practical activities throughout the guide. These are there to help you think, plan, and take small steps forward.

## A Final Note

Being ready for work is not about being perfect.

It is about understanding yourself, showing up, and learning as you go.

This guide is here to support you on that path.

# Chapter 1 - What Work Really Means Today

## What This Means for You

Work today looks different to how it used to be.

Applications are often online. Interviews can be short, informal, or happen more than once.

Employers expect people to learn quickly, adapt, and communicate clearly.

At the same time, life outside of work can feel unsettled.

Many people are carrying cost-of-living pressure, housing stress, family responsibilities, health concerns, or uncertainty about the future. When you are carrying these things, looking for work can feel harder than it should.

If you have not worked for a while — or if past work experiences were difficult — that pressure can increase.

Feeling unsure does not mean you are doing something wrong.

It means you are navigating change.

## Why Work Feels Harder Than It Used To

Many people struggle with work not because they lack ability — but because there is more to manage now.

You may be dealing with:

- Technology and online systems
- Confidence after knockbacks
- Gaps in work history
- Changes in industries and expectations

These challenges are common. They are not personal failures.

Understanding this helps you focus on what you can control.

## What Employers Are Really Looking For

Most employers are not expecting perfection.

They are looking for people who:

- Show up on time
- Are willing to learn
- Communicate respectfully
- Follow instructions
- Try their best

Skills can be taught.

Attitude, effort, and reliability matter just as much.

This guide will help you understand how to show these qualities in simple, practical ways.



*You're not behind.  
You're responding to a world that  
keeps changing.*

## Work Is a Process, Not a Test

Finding work is not one step.

Starting work is not the finish line.

Work is a process that includes:

- Preparing yourself
- Applying for roles
- Learning on the job
- Making mistakes and improving

Everyone learns as they go.

You are allowed to learn too.

## What Comes Next

Before writing resumes or preparing for interviews, it is important to understand where you are at right now.

The next chapter will help you pause, reflect, and build a strong foundation before taking the next step forward.

## Key Message

Work today is different, but you are not behind.

Understanding how work really operates now helps you prepare, build confidence, and move forward one step at a time.

## NEXT STEP – AGREED ACTION

Key takeaway from this chapter:

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Barrier Identified:

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Agreed action for this week:

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Support I may need:

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Review date: \_\_\_ / \_\_\_ / \_\_\_

## Chapter 2 - You First – Where Am I Right Now

### Why This Matters

Before looking for work, it helps to pause and understand where you are right now.

This is not about judging yourself or comparing your situation to anyone else. It is about being honest, so the next steps you take are realistic and achievable.

Rushing forward without checking in can lead to frustration and burnout. Taking a moment now helps you move forward with more confidence.

### Checking In With Yourself

Everyone comes to work readiness from a different place.

You might be feeling motivated but unsure where to start.

You might feel tired, overwhelmed, or pressured to move faster than you're ready for.

You might be confident in some areas and struggling in others.

All of these are valid.

Understanding how you are feeling helps you decide what support you need and what steps make sense right now.

### Your Current Situation

Being ready for work is not just about skills. It is also about what is happening in your life.

Things that can affect your readiness include:

- Health and wellbeing
- Family or caring responsibilities
- Housing or financial pressure
- Confidence after time away from work
- Previous work experiences

These factors are part of your reality. Acknowledging them helps you plan, not fall behind.

### What You Can Control

You cannot control everything happening around you, but you can control some key things.

You can:

- Take one step at a time
- Ask for support when needed
- Build routines that help you show up
- Learn and improve as you go

Progress does not have to be fast to be real.

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## Chapter 3 - The Skills Employers Actually Notice

### It's Not Just About Qualifications

Many people think getting work is only about having the right certificate or experience. While skills and training are important, employers often notice something else first.

They notice how you communicate.

They notice how you respond to instructions and feedback.

They notice how you show up.

These things matter in every job, across every industry.

### Skills You May Already Be Using

You may already be using work-ready skills without realising it.

Everyday skills that employers value include:

- Turning up when you say you will
- Listening and following instructions
- Asking questions when unsure
- Managing your time
- Working with others
- Staying calm under pressure

If you have cared for family, volunteered, helped others, managed responsibilities, or worked in any setting before, you have developed skills that matter.

### Attitude and Reliability Matter

Employers often say the same thing:  
they need people they can rely on.

Reliability means:

- Being on time
- Letting someone know if there is a problem
- Giving your best effort
- Taking responsibility for your actions

A positive attitude does not mean pretending everything is easy.  
It means being willing to learn and try.



*Skills grow when you keep going,  
even on the days you don't feel  
confident.*

## Communication Is a Skill

Communication does not mean having the perfect words all the time.

It means:

- Listening
- Speaking respectfully
- Asking for help when needed
- Letting others know what is going on

Clear communication builds trust.

Trust keeps people in work.

## Skills Grow With Practice

No one starts a job knowing everything.

Skills develop through:

- Practice
- Repetition
- Making mistakes
- Learning from feedback

Confidence comes after action, not before it.

The skills employers notice most are often built on the job, step by step.

## Key Message

You likely have more skills than you think.

Employers value effort, reliability, and willingness to learn just as much as experience.

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## Chapter 4 - Looking for Work Online – How Jobs Are Really Chosen

### How Job Searching Has Changed

Most jobs today are found online.

Instead of walking in with a resume, many employers advertise roles through job websites or company pages. Applications are often submitted through online forms before a person ever reviews them.

This does not mean employers care less about people.

It means the process has changed.

Understanding how this works helps you feel more prepared and in control.

### What Happens After You Apply

When you apply for a job online, your application is usually received by a computer system first.

These systems help employers manage large numbers of applications by sorting basic information such as:

#### basic information such as:

- Job titles
- Skills mentioned
- Availability
- Work history

If your application is clear and easy to read, it is more likely to move forward to a person.

This is part of the process – not a judgement of your value.

### Why Applications Can Feel Repetitive

Applying for jobs online can feel tiring.

You may apply for several roles before hearing back – or sometimes not hear anything at all.

This is common.

Not hearing back does not always mean you were unsuitable.

Often it means the employer received many applications or filled the role quickly.

Staying steady and continuing to apply is part of modern job searching.

Online systems sort  
information.  
People make decisions.

## Keeping It Simple Works Best

Online systems work best when information is clear and straightforward.

Simple resumes, clear wording, and honest information are more effective than complicated layouts or long descriptions.

The goal is not to impress a computer.

The goal is to make your information easy to understand.

The next chapter will help you prepare your resume so it works effectively in online systems.

## What You Can Do Right Now

To make online job searching easier, it helps to:

- Keep your resume saved and easy to update
- Know your login details for job sites you use
- Apply for roles that match your availability and skills
- Ask for support if online systems feel confusing

You do not have to do this alone.

## One Step at a Time

It can help to think of online job searching as a process – not a judgement.

Each application is one step.

Some steps lead to interviews. Others simply build experience.

Staying consistent, organised, and patient helps you keep moving forward without losing confidence.

## Key Message

Online job searching is how most work is found today.

Understanding the process helps you stay prepared, confident, and focused on your next opportunity.

## NEXT STEP – AGREED ACTION

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## Chapter 5 - Your Resume in an Online World

### Why Resumes Work Differently Now

Resumes are still important, but how they are read has changed.

In many cases, your resume is reviewed by an online system before a person sees it. These systems help employers manage large numbers of applications.

They do not assess your character.

They read information.

Understanding this helps you prepare a resume that works with the system, not against it.

### Keeping Your Resume Simple Helps

Online systems work best when resumes are clear and easy to read.

Simple formatting makes information visible. Clear headings, straightforward wording, and a clean layout help both systems and employers understand your experience quickly.

You do not need complex designs, graphics, or colours.

Clarity is more effective than decoration.

A resume that is easy to read is more likely to reach a real person.

### Words Matter More Than You Think

Online systems look for words that match the job being advertised.

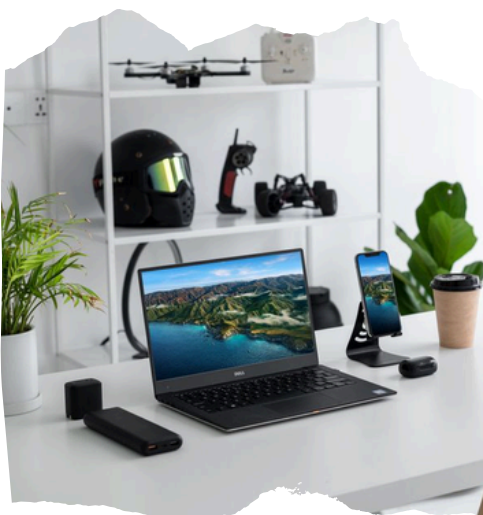
These words often come from the job description, such as:

- Job titles
- Skills
- Tasks
- Availability

Using similar wording in your resume helps the system recognise how your experience connects to the role.

This is not about copying.

It is about describing what you have done in clear, relevant language.



Your resume doesn't need  
to impress a system.  
It needs to help a person  
find you.

## Honesty Builds Trust

Your resume should reflect your real experience.

It is okay to include transferable skills from everyday life, volunteering, or short-term work. Being honest helps employers trust what they read and feel confident inviting you to the next step.

A resume is not meant to tell your whole story.

It is meant to open the door to a conversation.

## Saving and Updating Your Resume

Keeping your resume saved and easy to update makes job searching less stressful.

It helps to:

- Save your resume as a PDF
- Keep a copy on your phone and email
- Update it when something changes
- Ask for support reviewing it if needed

Small updates over time make a big difference.

## Easy to Find, Easy to Read

Many employers only spend a short time reviewing each resume.

Clear headings, simple wording, and relevant information help your resume stand out.

When your resume is easy to scan, employers can quickly see what you offer and decide whether to learn more.

## Key Message

A good resume is clear, honest, and easy to read.

When your resume works well in online systems, it has a stronger chance of reaching the people who make decisions.

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## Chapter 6 - Your Online Profile – What Employers See

### Why Online Profiles Matter

Many employers review online profiles before contacting applicants.

Platforms such as SEEK allow employers to quickly view your details, work history, and availability.

Your profile does not need to be perfect.

It needs to be clear, accurate, and up to date.

### What Employers Notice First

When an employer opens a profile, they usually look for a few key things.

They notice:

- Your name and contact details
- Your recent work or experience
- Your availability
- Whether your information matches the role

Clear information helps employers understand you quickly and decide whether to move forward.

### Keeping Your Profile Simple and Honest

Just like your resume, simple profiles work best.

Use clear job titles, short descriptions, and honest information. Avoid long paragraphs or complicated wording.

You do not need to include everything you have ever done. Focus on what is relevant to the type of work you are looking for now.

A clear profile makes it easier for employers to contact you.

### Your Profile Is Not the Whole Story

An online profile is only one part of the hiring process.

It is a starting point, not a judgment of who you are. Employers use profiles to decide who to talk to next, not to decide everything about you.

A conversation is where people get to know you.

An online Profile opens the  
door.  
The conversation is where  
people meet you.



## Keeping Your Profile Updated

Updating your profile regularly helps you stay ready.

It helps to:

- Check your details every few weeks
- Update your availability when it changes
- Add new experience or training
- Ask for support if you are unsure what to include

Small updates can make a big difference.

### **It is normal for profiles to change over time.**

As your situation changes, your profile should change with it.

You are not expected to have everything finalised or perfect.

Updating your profile shows you are active and engaged – not unsure.

Many people adjust their profiles several times before finding the right fit.

### **Key Message**

A clear and honest online profile helps employers find and contact you.

Keeping your profile up to date makes it easier to move forward when opportunities appear.

## **NEXT STEP – AGREED ACTION**

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## Chapter 7 - Interviews Without Panic

### Why Interviews Feel Stressful

Interviews can feel intimidating.

You may worry about saying the wrong thing, forgetting what to say, or being judged. For many people, interviews bring back past experiences of pressure, rejection, or feeling put on the spot.

Feeling nervous does not mean you are unprepared.

It means you care.

Most employers expect nerves. They see them every day.

### What Interviews Really Are

An interview is not a test you have to pass.

It is a conversation to help an employer understand:

- Who you are
- How you communicate
- Whether you are a good fit for the role

They are also deciding whether they can work with you and support you.

You are not there to perform.

You are there to be genuine and willing.

### Taking a Moment Before You Go In

Before an interview starts, it can help to pause.

Take a breath. Sit calmly. Remind yourself that you were invited because the employer saw something worth exploring.

You do not need to rush or prove yourself immediately.

Starting calmly helps you listen clearly, respond thoughtfully, and stay present in the conversation.

### Common Interview Questions (Without Overthinking)

Most interviews include simple questions. They may ask:

- Tell me about yourself
- Why do you want this job?
- What are your strengths?
- How do you handle mistakes?
- What availability do you have?

You do not need perfect answers.

You need honest, clear responses.

Short answers are often better than long ones. Speak naturally. If you are unsure, it is okay to pause and think before responding.

Employers are listening for effort, willingness, and communication — not rehearsed speeches.

## If You Feel Stuck

If your mind goes blank, you can say:

“Sorry, I just need a moment to think about that.”

Taking a breath shows maturity – not weakness.

If you do not understand a question, you can ask:

“Would you mind repeating that?”

or

“Do you mean in my previous job?”

Asking for clarity is better than guessing.

## After the Interview

When the interview ends, it is okay to say:

“Thank you for your time. I appreciate the opportunity.”

Then leave calmly.

Whether you get the job or not, showing up matters. Every interview builds experience and confidence for the next one.

Progress comes from participation.

## Key Message

Interviews are conversations – not tests.

You are not expected to be perfect.

You are expected to be genuine, willing, and respectful.

Confidence grows through action.

Each interview is preparation for the next opportunity.

## NEXT STEP – AGREED ACTION

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## Chapter 8 - Starting Work – The First Weeks Matter

### Why the First Weeks Are Important

Starting a new job can feel exciting and overwhelming at the same time.

There are new people, new routines, and new expectations. It is normal to feel unsure at first – even if you wanted the job.

The first weeks are not about getting everything right.

They are about learning how things work.

### Finding Your Feet

It takes time to feel comfortable in a new role.

Confidence develops through repetition, practice, and small successes.

Each shift, each task, and each positive interaction helps you understand the job better and feel more settled.

### Learning the Routine

Every workplace has its own way of doing things.

During the first weeks, focus on:

- Turning up on time
- Following instructions
- Observing how others complete tasks
- Asking questions when you are unsure

You are not expected to know everything straight away.

Learning the routine takes time.

### Communication at Work

Clear communication helps you settle in faster.

This includes:

- Letting someone know if you are running late
- Asking for clarification when needed
- Checking you have understood instructions
- Speaking up if something is unsafe

Good communication builds trust and helps others support you.

### Making Mistakes Is Part of Learning

Everyone makes mistakes when they start a new job.

**What matters is how you respond:**

- Acknowledge the mistake
- Learn from it
- Ask how to improve next time

Mistakes do not mean you are failing.

They mean you are learning.



*You're not expected to feel  
confident yet.  
You're expected to keep learning.*

## Looking After Yourself

Starting work can be tiring, especially if you are adjusting to new hours or responsibilities.

It helps to:

- Get enough rest
- Eat regularly
- Ask for help if you are feeling overwhelmed

Looking after yourself helps you stay consistent and reliable.

## Your First Pay

Receiving your first pay can be a meaningful moment.

It represents effort, commitment, and progress.

It is okay to feel proud.

Beyond the amount earned, it reflects growth, responsibility, and the steps you are taking toward independence.

## Key Message

The first weeks at work are about learning – not proving yourself.

Showing up, communicating clearly, and staying willing to learn will help you settle in and succeed.

## NEXT STEP – AGREED ACTION

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Review date: \_\_\_ / \_\_\_ / \_\_\_

## Chapter 9 - Keeping Work and Moving Forward

### Keeping Work Is a Skill

Getting a job is one step.

Keeping it is built through daily habits.

Work is built through small, consistent actions over time.

It is not about being perfect.

It is about showing up, communicating clearly, and continuing to learn.

These habits build trust.

Trust keeps people employed.

### Feedback Is Part of Growth

At some point, you may receive feedback.

This can feel uncomfortable, especially if past experiences with feedback were negative.

Feedback at work is not personal.

It is about helping you improve and supporting the team.

Listening, asking questions, and making small adjustments shows maturity and professionalism.

Being able to accept feedback calmly is a valuable workplace skill.

### When Work Feels Hard

There may be days when work feels tiring, frustrating, or overwhelming.

This does not mean you are failing.

It means you are human.

On harder days, it can help to:

- Stick to your routine
- Talk to someone you trust
- Take one task at a time
- Remember why you started

Difficult days pass.

Consistency carries you through.



*You may not see the whole picture yet.  
That doesn't mean it isn't forming.  
What you do today matters more than you think.*

### Looking Ahead

Over time, work can open new opportunities.

You may gain confidence, learn new skills, or discover what you enjoy.

You might choose to stay and grow where you are, or take steps toward something different.

Growth does not need to be fast.

It needs to be intentional.

## Looking Back and Noticing Growth

It can be easy to focus only on what still needs to be done.

Pause and recognise how far you have already come.

From preparing for work, to applying, to starting and settling in – each step required effort.

Progress builds confidence.

Consistency builds change.

## Staying Connected to Support

You do not have to manage work alone.

Support can come from:

- Supervisors
- Co-workers
- Employment or community providers
- Family or friends

Reaching out early helps small challenges stay small.

## Key Message

Keeping work is built through consistency, communication, and self-belief.

Each steady step forward builds confidence, stability, and future opportunity.

## NEXT STEP – AGREED ACTION

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Support I may need:

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Review date: \_\_\_ / \_\_\_ / \_\_\_



## Turning Intention Into Action

Reading about work is one step.

Taking action is the next.

These tools are here to help you stay organised, focused, and moving forward – even on the days motivation feels low.

You do not need to be perfect.

You need to stay consistent.

Use these pages to track progress, reflect honestly, and take small steps each week.

Progress is built through steady effort.

Use these pages to track progress, reflect honestly, and take small steps each week.

Progress is built through steady effort.

## Practical Tools

Workplace Behaviour Snapshot  
Before Your First Shift Checklist  
Weekly Job Search Plan

### Please Note

**The following works sheets should be copied page may be copied and reused each week.**

## Workplace Behaviour Snapshot

Employers notice behaviour every day – often more than experience.  
Use this snapshot to reflect honestly on how you are showing up at work.

### Workplace Behaviour Self-Check

Behaviour	Needs Work	Improving	Consistent
Arriving on time	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Following instructions	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Respectful communication	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Handling feedback calmly	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Staying focused on tasks	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Asking for help appropriately	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Maintaining professional	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Managing time effectively	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

### Reflection

Focus Area	Action Plan
One behaviour I will improve this week	<hr/>

## Before Your First Shift Checklist

Starting a new job can feel overwhelming.

Preparing a few simple things in advance helps you feel calm, organised, and ready.

Use this checklist before your first shift to reduce stress and start strong.

### Before Your First Shift

Task	Completed (✓)
Confirm start time and location	<input type="checkbox"/>
Save supervisor's contact details	<input type="checkbox"/>
Plan transport and arrival time	<input type="checkbox"/>
Prepare appropriate clothing or uniform	<input type="checkbox"/>
Check grooming and presentation	<input type="checkbox"/>
Pack required documents (ID, bank details, TFN if needed)	<input type="checkbox"/>
Set alarm and allow extra travel time	<input type="checkbox"/>
Eat and rest well the night before	<input type="checkbox"/>



## Final Preparation

Reflection	Notes
One thing I will focus on during my first shift	<hr/>
One question I may need to ask	<hr/>

## Confirmation

Participant Signature	Date
<hr/>	__ / __ / __



## Weekly Job Search Plan

Use this page to track your job search activity each week and stay accountable to your goals.

Review it regularly with your provider or support person to identify progress and next steps.

## WEEKLY JOB SEARCH SYSTEM

Weekly Job Search Plan

Week Starting: \_\_\_\_ / \_\_\_\_ / \_\_\_\_

## Applications Submitted

Company	Role	Date Applied
_____	_____	_____
_____	_____	_____
_____	_____	_____
_____	_____	_____

## Employers Contacted / Followed Up

Employer	Method (Call/Email/In Person)	Date
_____	_____	_____
_____	_____	_____
_____	_____	_____

## Job Search Actions Completed

Action	Completed (✓)
Checked SEEK or job boards	<input type="checkbox"/>
Reviewed job alerts	<input type="checkbox"/>
Updated resume or profile	<input type="checkbox"/>
Practiced interview responses	<input type="checkbox"/>
Contacted employer directly	<input type="checkbox"/>
Spoke with provider/support person	<input type="checkbox"/>
Reviewed availability & transport	<input type="checkbox"/>
Prepared required documents	<input type="checkbox"/>

## Skill Focus This Week

Skill Focus	Notes
Communication	<hr/>
Confidence	<hr/>
Reliability	<hr/>
Interview responses	<hr/>
Workplace behaviour	<hr/>
Time management	<hr/>

## Support I May Need

Support Required	Notes
<hr/>	<hr/>
<hr/>	<hr/>



## Agreed Focus for Next Week

Focus Area	Action Steps
_____	_____
_____	_____

## Confirmation

<b>Participant Signature</b>	<b>Date</b>
_____	__ / __ / __
<b>Provider / Support Person</b>	<b>Date</b>
_____	__ / __ / __



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## Important Notice

This resource is designed to support structured learning and guided discussion.

It does not replace accredited training, formal assessment, or employment provider requirements.



# KEEP MOVING FORWARD

*Work is not built in one day.  
It is built through small actions repeated over time.  
Some weeks will feel steady.  
Some weeks will feel harder.  
Both are part of the process.  
Keep showing up.  
Keep learning.  
Keep adjusting.  
Progress does not need to be loud to be real.*

*Created by Letizia's Training & Development  
Supporting real people preparing for real work*

# READY FOR WORK

*A practical guide to finding, starting, and keeping work in today's environment.*

*Written in clear, simple language, this guide breaks work readiness into manageable steps focused on what employers value most.*

*It supports people to:*

- *Understand how modern job searching works*
  - *Build confidence through practical action*
  - *Prepare for interviews and starting work*
- *Develop habits that help keep employment*

*You do not need everything figured out before you begin.  
You need a starting point.*

*This guide is designed to help you take the next step  
and the one after that.*

*Being ready begins with action.*

*Created by Letizia's Training & Development  
Supporting real people preparing for real work*

*info@letizias.com.au  
www.letizias.com.au*