

Application Survival Guide.



The application process

The application process for both our Graduate and Internship Programs involves five steps. We know you're busy with life and uni, so we've tried to make the process as simple as we can.

1.



ONLINE APPLICATION

- Your online application will take 10 minutes to complete and submit online via graduates.westpacgroup.com.au.
- Carefully move through the pre-screening questions and complete all required fields (in particular, pay attention to input correct contact details and education information)
- Please ensure you attach your current resume and academic transcript - unofficial is acceptable in the application stage.

TOP TIP: Make sure to research the different programs on offer before you fill in your application form. You'll need to select a 1st and 2nd program preference that you wish to apply for, and which location is best suited for you.

2.



ONLINE ASSESSMENTS

If you are successful during our screening process, you'll be invited to complete a series of online assessments which help us to determine your alignment to our values and suitability for the role.

- We want to hire people who are passionate about serving our customers and are aligned to our values of Helpful, Ethical, Leading Change, Performing and Simple. Our Culture Fit assessment assists us in determining your alignment to both Westpac's aspirational culture and to our vision in becoming one of the world's great service companies.
- The psychometric assessment enables us to assess your problem solving and reasoning ability, by engaging in several games-based activities.

TOP TIP: We recommend completing the online assessments in a quiet space where you can fully concentrate and won't be disturbed for the duration.

3.



VIDEO INTERVIEW

Video interviews are designed for applicants to showcase their personality and their motivation for applying to an organisation. It's important to remember you cannot pause, stop, or restart a video interview so we encourage candidates to do their research and prepare beforehand.

- Set up in a quiet location and make sure to check your background, lighting and camera angle. Use the practice run to test both your mic and camera.
- Dress professionally for the interview and be aware of your body language. It's important to maintain eye contact with the camera and to speak clearly and confidently.

TOP TIP: Avoid overly rehearsed answers - we want to see your authentic self and a genuine motivation for wanting to work with us.

4.



ASSESSMENT CENTRE

Successful applicants will be welcomed to a half day assessment centre. This is an opportunity to meet with both business representatives and current Graduates to find out more about your chosen Business Area and have any unanswered questions acknowledged.

- You'll move through several activities including a one-on-one interview, a business-related individual activity and a group assessment.
- These activities are designed to reaffirm your motivation for joining the organisation, assess your ability to analyse and present information and evaluate your collaborative and interpersonal skills.

TOP TIP: believe in yourself! This is your opportunity to showcase your personality, so try to relax and enjoy the day!

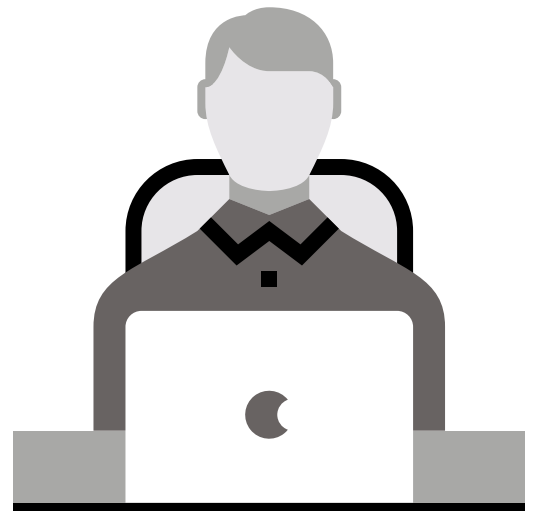
5.



OFFER

Congratulations! If you decided to accept your offer and begin your career with Westpac Group, you'll then be required to complete both reference and background checks prior to your employment start date.

We hold a Welcome Event for all incoming Graduates ahead of your official start date, so you can meet your future colleagues and start to network and form relationships.



Resume writing

Your resume is a critical component of your application and will be reviewed at multiple points during the recruitment process. The following information will assist you in tailoring your resume in such a way as to make a great first impression!

1.



WHY IS A RESUME SO IMPORTANT?

At Westpac Group, we see the resume as a key document in the application process: it is your opportunity to tell your career story. A resume should succinctly convey your motivations, capabilities and achievements, allowing different stakeholders to understand your background and how you can positively contribute to the role.

It's important to invest the time in developing a professional resume as, ultimately, you want to prove you are suited to a particular role over another applicant.

2.



GETTING STARTED: A FEW DO'S AND DONT'S

Before you get started with your content, we have outlined a few top tips with regards to your personal information and general layout.

DO

- Ensure your name and contact information are clearly visible at the top of the first page - make sure you list an email address that is current/regularly monitored
- Include a link to your LinkedIn profile
- Use a legible font and consistent structure throughout.

DON'T

- There is no need to include a photo with your resume, along with details such as your date of birth, religion or marital status. As an inclusive company that supports diversity, we don't believe this information will impact your ability to do a great job!
- Do not overdo it - try and limit your resume to two pages.

3.



CAREER OBJECTIVE: TO INCLUDE OR NOT TO INCLUDE?

Starting your resume with a 'Career Objective/Personal Summary' is a great way of highlighting aspects of your personal brand that you wish to convey, as it may be quite difficult to inject this content into other parts of your resume. Remember - this is the first section visible to Hiring Managers and their first introduction to who you are, so make it memorable!

- Don't overthink it. This section should comprise of a few sentences, outlining who you are and what you want to achieve.
- This section should always be tailored to the role you are applying for, so make sure the content is relevant.
- Always ensure to highlight any transferrable skills or knowledge, particularly useful when transitioning from university to a work environment.

4.



EMPLOYMENT HISTORY

TOP TIP: Remember, Brief is Best. Aim for no more than 3 bullet points per position, as you want to be able to expand on these at interview stage.

Format example

Feb-Jun 2017 Summer Intern (Robotics Analyst)
Westpac Group

Dec 2016 - Feb 2017 Casual Retail Assistant (Menswear)
David Jones

- Responsibilities are required as part of the job – what are you responsible for? These may include specific skills and personal qualities you bring to the role
- Achievements highlight quantifiable results, such as the completion of a project, recognition with feedback and any certifications gained during the role.
-

Format example

Feb-Jun 2017 Summer Intern (Robotics Analyst)
Westpac Group

- Tasked with monitoring a shared mailbox and responding to queries relating to technology monitoring and alerts. (RESPONSIBILITY)
- Assisted the team in building an automation to drive operational efficiency for the Operations team. (RESPONSIBILITY)
- Successfully built a suite of dashboards that provide insights into the operational and strategic performance of the team. (ACHIEVEMENT)

5.



INCLUDING RESPONSIBILITIES AND ACHIEVEMENTS

- The employment history section should clearly outline your work experience and highlight your achievements and responsibilities within the roles listed.
- Ensure that you list in chronological order (the most recent position first) and list your job title, employer name and dates of employment.

6.



SKILLS

Including a Skills list on a resume allows Hiring Managers to quickly determine if you possess the core capabilities/role requirements.

TOP TIPS:

- **Use bullet points rather than lists to document your core skills**
- **Prioritise skills that are relevant to the role itself**
- **Avoid including 'basic' or 'generic' skills i.e. 'Microsoft Office', 'strong written skills'**
- **Be sure to include a mixture of Soft/People Skills and Hard/Technical Skills.**

7.



TOP TIP: It's optional to include your current GPA/WAM – most employers ask you to upload a copy of a current academic transcript at the time of application. If successful in obtaining an offer, a background check will be conducted which will include an education verification.

EDUCATION

Education - Format example

| | |
|----------------|---|
| 2016 - Current | Bachelor of Commerce (majoring in Economics and Finance) |
| | The University of Sydney |
| | Expected Graduation Date - June 2020 |

8.



EXTRA-CURRICULAR ACTIVITIES AND PERSONAL INTERESTS

This is an important section to include as it documents your interests outside of your studies.

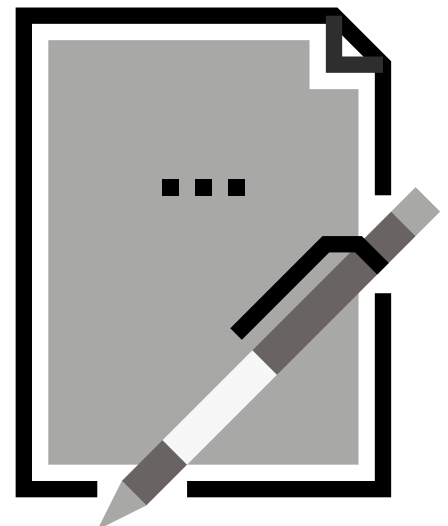
- Involvement in any organisations, including Student Societies, Sports Teams and Community Groups, adds to your skillset and creates behaviours that are desirable to all employers. Make sure to list them and emphasise your roles and responsibilities within that organisation.
- Do you have any unique interests? From baking to marathon running – if it adds to your personal brand, then we want to hear about it!

9.



REFERENCES: TO INCLUDE OR NOT TO INCLUDE?

For most employers, referee details are not required at application stage: most reference checks would be completed at the end of the application process. For this reason, there is no need to list the names and contact information for your nominated referees – you can simply indicate that references are available 'on request'.



Assessment centres

1.



Assessment Centres are usually the final stage in an application process and are used to evaluate the performance and suitability of candidates for employment opportunities. At Westpac Group, assessment centres are integral to our recruitment process as they ensure successful candidates align with our purpose, values and behaviours.

WHAT ARE ASSESSMENT CENTRES?

2.



Assessment Centres are proven to be more accurate than standard recruitment processes as candidates participate in a variety of activities and are evaluated by a number of assessors.

They are known to be more effective in recognising predictive job performance and minimising unconscious bias.

WHY DO EMPLOYERS CONDUCT ASSESSMENT CENTRES?

3.



To ensure candidates are assessed fairly, organisations score candidates against a set of pre-identified competencies, known as a Competency Framework.

A Competency Framework is a set of skills and/or behaviours that are usually aligned to the organisation's values, vision and strategy.

HOW ARE CANDIDATES ASSESSED?

Each activity in the assessment centre is designed to evaluate candidates against different competencies.

4.



As mentioned, competencies that candidates are evaluated against are usually aligned to the values and behaviours of an organisation. Here at Westpac Group, we want to ensure that, through our assessment process, candidates are demonstrating behaviours that are in line with our core Values of Helpful, Ethical, Leading Change, Performing and Simple.

COMPETENCIES

Helpful

Passionate about providing a great customer experience.

Ethical

Trusted to do the right thing.

Leading Change

Determined to make it better and be better.

Performing

Accountable to get it done.

Simple

Inspired to keep it simple and easy.



5.



PREPARING FOR A GROUP ASSESSMENT

Case studies are frequently incorporated into group activities as they are designed to replicate a realistic simulation you could encounter in a new role or organisation

Assessors observe how candidates respond to the challenge and evaluate how their skills and behaviours align with the expected competencies.

TOP TIPS

- **Be yourself! Everyone has different skills and abilities, so it's important to recognise and utilise what your strengths are and identify a few areas that would benefit from further development.**
- **Remember to participate! You may not be a natural leader, nor an extrovert in group situations: what matters is that you contribute to the activity in some capacity.**

6.

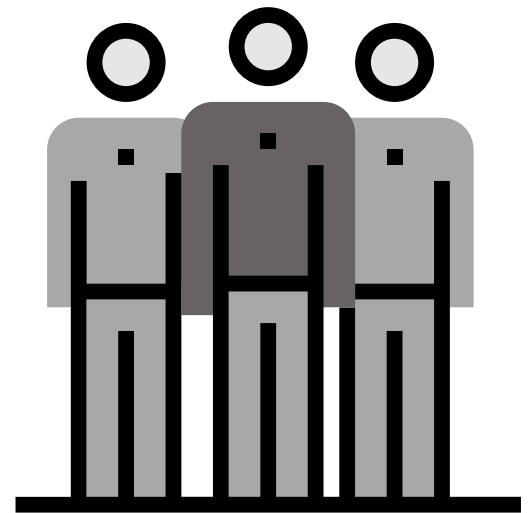


PREPARING FOR AN INDIVIDUAL ACTIVITY

The emphasis of an individual exercise is focused on both critical thinking and communication skills. The activity is meant to emulate a situation that is common in the workplace – responding to a hypothetical problem statement that you haven't prepared for – and assessors are interested in how you analyse the information given and communicate your ideas.

TOP TIPS

- **Read the instructions carefully and understand what is expected from you.**
- **Provide clear and logical points, so assessors can understand your train of thought.**



Interview guide

1.



WHAT IS THE PURPOSE OF AN INTERVIEW?

For Candidates, an interview is an opportunity to determine if a role clearly aligns with your interests and career goals. This is also the perfect time to showcase your personality, skills and abilities to the Hiring Manager.

For Hiring Managers, an interview is a platform to ensure your personality and experience aligns with that of the team, as well as determining your motivation for the role.

TOP TIPS

- **Interviews should be approached as a conversation, not an interrogation. It is your chance to 'interview' the Hiring Manager to make sure the role would be the right fit for you.**
- **You will give yourself the best chance by preparing - don't think you can 'wing it'!**

2.



PREPARATION GUIDE

Preparing for an interview will allow you to shape your responses, prepare relevant questions you want answering and generally help you feel confident in making a positive impression.

RESEARCH

- Ensure to read the organisation's website and familiarise yourself with the company vision, values and strategy.
- Keep up to date with the organisation's presence in the news and on social media platforms.
- Research the particular business area you're interested in, and how it contributes to organisational strategy.

BRAINSTORM

- It's important to determine why you want to work at the organisation for that particular business area.
- Anticipate the type of questions you'll be asked and plan responses by aligning your skills and experiences linked to the role requirements

PRACTICE

- It's important to practice articulating your responses to enhance your confidence. Conduct 'mock interviews' with colleagues, family or friends and have them assess your body language and response structure.

TOP TIP: Don't 'over-rehearse' responses. An interview should be an authentic conversation, not a presentation of pre-planned answers!

3.



PRE-EMPTING INTERVIEW QUESTIONS

When preparing for your interview, be proactive and think about the types of questions you could be asked.

| THE JOB - WHAT'S REQUIRED? | WHAT CAN YOU BRING? |
|--|--|
| Customer Needs | Who's the customer, what are their needs, and how can you help? |
| Capabilities required | What do you demonstrably have, and what do you not have? How can you bridge that gap? |
| Business Unit objectives | What does the team need to deliver, and what achievements and skills do you bring that can help them? |
| Role remit & responsibilities | What experiences and skills have you acquired that will ensure you can deliver on this? |
| Transferable skills | There's rarely a like-for-like, what skills (technical and soft), aptitudes and passion can you combine to problem solve? |
| Motivation | What is it that drives you? Why does this opportunity fit in with your career aspirations and personal interest? What will your legacy be? |

4.



THE 'STAR' TECHNIQUE

Whilst there are many types of interview styles, most interviews are conducted using a 'behavioural based' format: these tend to start with 'tell me about a time when'. These questions are a great tool for Hiring Managers to understand your approach to problem solving, but also a fantastic way for you to structure your examples. The key to a good answer is context, clarity, relevance and highlighting your contributions: using the STAR Technique is an excellent way to structure your responses and provide a competent, detailed response. It goes like this -

- S** Think of a **Situation** relevant to what the interviewer is asking you about where you were able to produce a positive outcome.
- T** Describe the **Task** you were responsible for in that situation.
- A** This is where you describe your course of **Action**. How did you go about problem solving and completing the task?
- R** Share the **Result** of the situation, and how you specifically contributed to reaching the outcome.

5.



DEALING WITH CURVE-BALL QUESTIONS

Not all questions may adhere to a standard interview format, and you may encounter situations where a curve-ball question comes your way. Do Not Panic! If this happens, consider these three steps to regain balance:

- Ask for a repeat of the question.
- Ask clarifying questions, or ask the interviewer to offer some context
- Take your time! There's no need to ramble - you will only distract yourself.
- Back yourself! Remember - you wouldn't be there unless you were a genuine contender. Take a deep breath, collect your thoughts and then proceed with your response.

6.

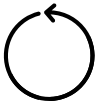


INTERVIEW ETIQUETTE

You now know what to expect, you are fully prepared and ready for the interview! Here are some worthy considerations to set yourself up for success and showcase your best self.

- A good first impression is crucial, so ensure to be fully rested and professionally dressed on the day.
- Be on time! Research the location and prepare to arrive ahead of your allocated time with the interviewer.
- Greet your interviewer with a firm handshake.
- During the interview, maintain regular eye contact and maintain a friendly, sincere and approachable tone – this goes a long way in establishing a rapport.
- Ensure to express interest in the business unit and emphasize your motivation in wanting to join the organisation.
- Be genuine – authenticity goes a long way!
- Try and contextualise each of your responses with relevant examples that showcase your skills and experience.
- Make sure to ask questions that reflect preparation and logical thinking.
- Please remember to thank the interviewer for their time and the opportunity to meet with them.

7.



HOW TO CLOSE AN INTERVIEW

The last few minutes of an interview are extremely important. The better you prepare for closing an interview, the more you will stand out as a confident and professional candidate. Ensure you leave a lasting impression by considering the following:

- Asking questions that show you've done your research, show you've been listening through the interview and show that you're genuinely interested in the role.
- Without going overboard, take the opportunity to remind your interviewer what you have to offer, and bring the conversation back to your strengths. You want to remind them about what you've already mentioned throughout the process – so they'll go away thinking about the good points.
- Always end on a polite and positive note. Everyone likes to be treated with courtesy, so this kind of etiquette goes a long way!

8.



EXAMPLE QUESTIONS TO ASK

1. Can you describe a typical day in this role please?
2. Who is the main customer, and how does the team contribute to them?
3. What can I expect from the first 3 months in the role?
4. What qualities are you looking for in a team member?
5. How is this job important to the team – how does it contribute?
6. What are the business unit goals and priorities for this year?
7. What does career progression look like in this position?
8. What does success look like in the role?

