

## Smart Employment Solutions - how it works:

- An employer telephones Smart Employment Solutions on telephone 13 30 24 to enquire about obtaining an apprentice or trainee
- At a time convenient to the Employer, a Consultant comes to the work place to discuss in detail the Employer's specified requirements
- After establishing a detailed report of exactly what the Employer is looking for, the Consultant searches an extensive Candidate database for any suitable matches for the position
- Along with an extensive Database search, Consultants trained specifically in advertising will advertise the position on several well known Internet sites
- Consultants then screen every applicant CV for the position. All candidates, unsuitable or suitable, are promptly contacted and advised of the outcome or when they may expect further contact
- Extensive telephone screening will be conducted on those candidates whose CVs are deemed as suitable for the specified position, further narrowing down the field to find the most suited candidate for the position
- Consultants experienced in effective Interviewing techniques, including Behavioural Interviewing, will conduct interviews with candidates deemed as suitable from telephone screen - interviews are extensive and thorough, covering past histories and behaviours as well as what the candidate is ideally seeking in their career
- Of the candidates deemed successful from interviews, 3 extensive reference checks with previous employers will be carried out and these reference checks focus on the past behaviour and performance of candidates to assess their suitability for the position
- A shortlist of 3-5 of the most suitable candidates will be presented to the client, which includes the employment history of the candidate, qualifications, testing results, reference checks (if requested) and profile as perceived by the interviewing Consultant
- From the presented shortlist, the Employer selects which candidates they choose to interview. The Consultant will organise all the relevant details for the interview with chosen candidates. Upon completion of interviews, the Consultant will discuss with the Employer the feedback from interviews and the Consultant then informs candidates of the outcomes
- The Consultant then makes an offer of employment to the successful candidate on the Employers behalf and discusses any questions or issues with both the candidate and the Employer as they arise
- A 3-month replacement guarantee is standard and is valid with all placements; the Employer discusses this with the Consultant
- After a placement is made, the Consultant stays in regular contact with the Employer and the successful candidate to ensure that all expectations are being met. Performance evaluations will be carried out during the initial 3 months, and the Consultant will remain in contact after the initial 3-month period

## Full steam ahead for aspiring electrical engineer

**A**fter finishing his MIT-trained auto electrical apprenticeship with Paul Tugwell in just under three years, Stephen Delzoppo (MIT Student of the Year 2010) is continuing his employment at Bustech in the role of Junior Electrical Engineer.



For the past six months, Delzoppo has been working on a soon to be released Bustech 'special project' that involves all new electrical programming and harnesses.

The project will unveil a new type of bus for the company that will be able to carry many more passengers.

"Along with this project, I am also dealing with customer enquiries over the phone and in person - I am on call to visit our customers and explain or fix any issue that may come up with one of our buses," Delzoppo said.

"My position at Bustech is all on the job training.

In addition to dealing with customers and prospective customers, the role involves liaising with all staff at Bustech, chiefly the head electrical engineer along with upper management, the design team, purchasing officers and external suppliers.

"I am responsible for producing design drawings, designing parts and providing technical engineering expertise to the Bustech operation and our customers.

"In addition, I am also responsible for producing customer support materials, such as reference manuals and technical publications," he explained.

In addition to customers and prospective customers, the role involves liaising with all staff at Bustech, chiefly the head electrical engineer along with upper management, the design team, purchasing officers and external suppliers.

## Opportunity knocks

**T**he Queensland Overseas Foundation (QOF) held the 2010 scholarship awards ceremony in the Premiers Hall at Parliament House, Brisbane, on 15th March.