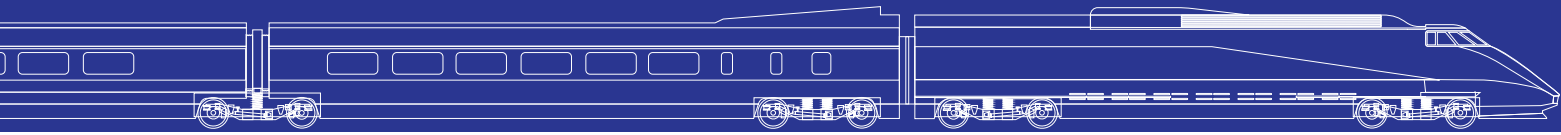


Case Study



Name: Shannon Slade
Role: Customer Service Advisor (Communications) for the Shepparton and Bendigo line upgrades
Study: Bachelor of International Studies; Bachelor of Commerce
Organisation: Rail Projects Victoria

I started working in retail in year 9 and spent a lot of my time outside of school working. It really helped me develop my people, communication and listening skills. After school I had a lot of jobs in retail and hospitality and then decided to go to university and study, completing a Bachelor of International Studies and Bachelor of Commerce.

My career journey is definitely not linear. For me it was not knowing exactly what I wanted to do, and then trialling a lot of jobs – it helped me understand what I did like and what I didn't like. There is a lot of pressure to know straight out of school, but it's definitely okay not to know and work it out as you go!

I really enjoyed school, I was a very social student and loved all the extracurricular activities. I enjoyed English because I love to write. I actually had no idea what I wanted to do in Year 10, I just knew I wanted to work with people and use my communication skills. I have worked in retail since I was very 15 years old and I have been in the rail industry for a few years now. I was looking for a change and saw my current job advertised, so I applied.

In my current role I answer incoming questions and complaints about the projects that come through the 1800 number or directly through emails. Sometimes I am able to answer them or sometimes they are sent to the engineering team to be answered.

I am responsible for the answering all the incoming questions about the projects. For example, if people are impacted by the projects and get in touch with us, it is my job to make sure they speak to the right people so those impacts can be minimised.

I love working with so many different people in different roles – I never knew how many people work in the rail industry. I am most proud of being able to help community members every day and making sure people feel supported and heard when they contact us. Essential skills for this role would definitely be good communication skills. And you need to have an interest in helping people.

If you're thinking of joining the rail industry I would say "Do it!". Don't be afraid or overwhelmed by rail – you learn so much as you go and everyone is so helpful. There is so much happening with rail at the moment (and so many future projects) so there are a lot of job opportunities. There is also a lot of opportunities to move around – you can start in one role and gain industry knowledge and then move to another role.

Profile Questions:

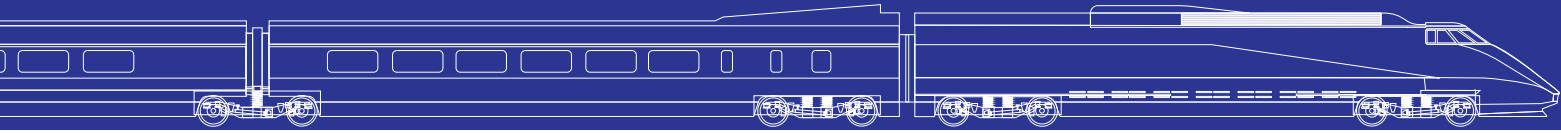
1. *What industry did Shannon work in prior to rail? How do you think this helped her develop skills for her current role?*

2. *What are the responsibilities of Shannon's current role?*

3. *What are some of the benefits of working in rail?*

4. *Can you see yourself working in a similar role? Why or why not?*

Case Study



Name: Shashika Pathiranage
Role: Communications Support Administrator
Study: Currently studying Bachelor of Applied Business at RMIT
Organisation: Rail Projects Victoria

I came into this role through a 6-month internship which I completed as part of my applied business degree at RMIT. Rail Projects Victoria is an excellent space for me to learn as much as I can while I complete my studies. My key responsibility is providing support to the Communications and Stakeholder Engagement team across the multiple projects in the Regional Rail Revival program of works.

My daily tasks can range from assisting the drafting of written communications as well as planning and preparing community engagement events. Other days I might be on the road attending expos or visiting the sites of project works. I love the versatility of the role. It isn't just a desk job, I have the opportunity to be involved in so much. I get the opportunity to learn in a hands-on way with a very supportive team.

Some key skills I think are important for the role would be: time management, communication, the ability to prioritise, agility and cooperativeness.

I was very quiet in school, tried my best, didn't do too poorly but I wasn't someone who got 100% all the time. When I was in year 10 and leading all the way up to my final year of high school, I was adamant that I was going to become a physiotherapist.

Even while in school I really enjoyed being involved in social justice work, which I think has allowed me to find a lot of joy in the stakeholder engagement space. I think I would suggest trying to explore and try as many things as you can. This type of work can be very specific, but also very broad, so I think it would be helpful to gain an understanding of what you might and might not like.

Some key achievements have been the tangible experience opportunities I have gained while completing my degree. These opportunities have been in the forms of paid, unpaid internships and volunteer roles which have allowed me to learn more about what I am capable of and what I would like to do in the future.

Profile Questions:

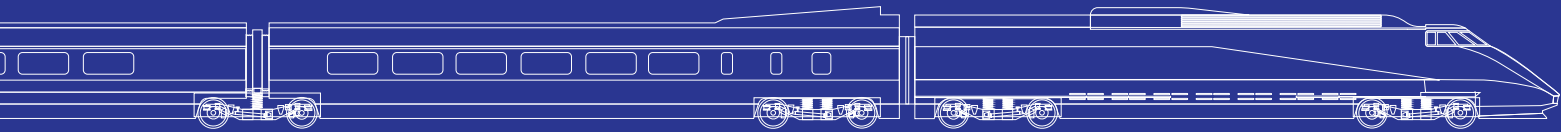
1. *Has Shashika completed her University studies?*

2. *What skills does she suggest are required for the role?*

3. *What have been some of Shashika's key achievements in her current role?*

4. *Could you see yourself in a similar role to Shashika? Why or why not?*

Case Study



Name: Darren Laphorne
Role: Regional Manager – North
Study: Commerce/Business degree
Organisation: V/Line

I wasn't the smartest or best performing student at school. It took me 15 years following high school to really commit and decide what profession I wanted to focus on. Sport was by far my best subject. In Year 10, I wanted to be a professional cyclist or work in business.

I followed my passion and became a professional athlete (cycling). I completed 1 year at Uni (commerce/business degree) before I had the opportunity to ride for a German professional cycling team. I deferred my Uni degree and left for Europe where I spent the next 12 years.

Retiring at 32 years old, I applied for a position at V/Line as I always had an interest in regional based transport/business. I was successful for a Station Assistant role and have pursued all opportunities that opened up to me within V/Line.

I hold an International Baccalaureate and multiple diplomas and short course certificates that relate to my current role which V/Line has supported me to complete.

I applied for my current role to gain experience in a number of roles at V/Line including acting in the role for 12 months when we were short staffed. I've been in this role for 6 years and I was previously a Services Manager, Conductor and Station officer. Day to day I am leading a team of 80 team members, focusing on regional strategy, finance, operations and planning, customer service, risk assessments, committee chairing.

My major responsibilities are:

- Safety of my team and V/Line customers across Northern Victoria
- Operating V/Line services as efficiently and customer focused as possible
- Creating an inclusive and motivated workplace culture where team members are encouraged to contribute to ideas and initiatives.

I love the impact my position has on contributing to the public, our customers and my team, and engaging with the community. Every day brings new and unexpected challenges and I like that this job is regionally based in Bendigo. The skills needed for this role are: reliability, resilience, optimism, being a team player, a calm demeanour and motivation.

In this industry there are amazing opportunities to be involved in a growing industry. There are a huge variety of jobs available – driving, conductor, asset/ganger, management, customer experience roles. There's something for everyone!

Profile Questions:

1. *What did Darren do instead of finishing his commerce degree?*

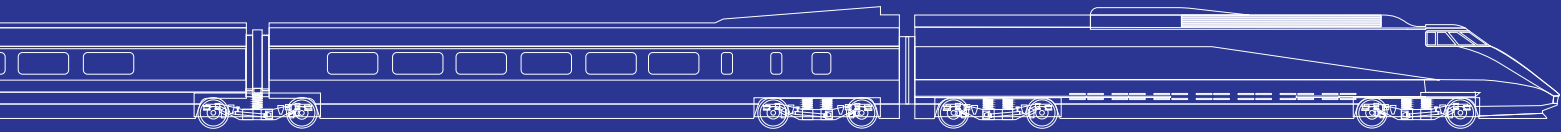
2. *What is the International Baccalaureate?*

3. *What skills does Darren need for his current role?*

4. *Can you imagine leading a team of 80 people? When have you lead a team of people to complete something?*



Case Study



Name: Jazmin Britt
Role: Site Administrator
Organisation: Coleman Rail

Growing up I always had family working in the construction industry. My dad was an electrician and my brother is a Sprinkler Fitter. Being around this environment and hearing all the stories really made me interested in the industry and this led me to applying for my current role.

School for me was amazing; I really enjoyed school and was always good at it. School gave me a lot of opportunities to try new things as well as the opportunity to be school captain. In year 10, I wasn't sure what I wanted to do with my life. Electrician work was always in the back of my mind, but I was never too sure what I wanted to do.

After I finished school, I applied for the job I have currently, and I was successful in my application. I have been working in the rail industry all together for nearly a year, but in the rail industry I've had my job for nearly 6 months.

Before I got this job, I was doing my work placement with a building company, and that lasted about 6 months. I didn't have any qualifications besides graduating school but that was okay, and this job and company is helping me get qualifications.

In my current role as a site administrator I do paperwork for my site, including completing delivery dockets and tracking what has been delivered, plus costs and weekly reports. I also print and deliver safety cards so people can get on the site and book accommodation for travelling workers. I love meeting new people and learning new things, especially new things about the rail industry.

I am most proud of my ability to speak to new people on the phone and in person, as I was never able to do this, but with support from my team and my own self confidence, I am now able to do so with little to no hesitation. In my role, the most essential skills vary from having patience to being competent with a computer. I need to be able to use excel as it is the main program used. I also need good communication skills, as being able to have a conversation with your team is one of the most important aspects of this job.

I am hopeful that I will be able to continue this job, as well as do some courses in business management on the side. If you're thinking about joining the rail industry I would say do it because it is such a fascinating and interesting industry and it will never end.

Profile Questions:

1. *What did Jazmin do after school instead of going to University or TAFE?*

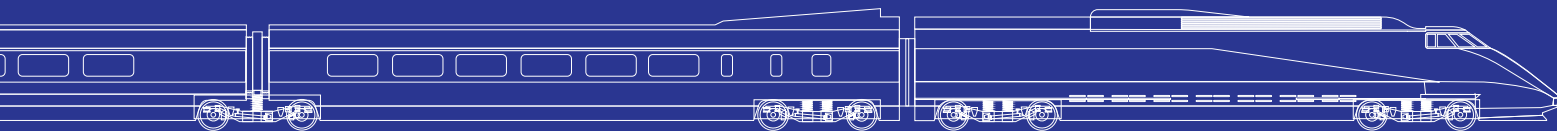
2. *What computer skills does Jazmin need for this role?*

3. *What is Jazmin most proud of in her work?*

4. *What experience or skills do you have that could assist you in a similar administration position?*



Case Study Answers



Name: Shannon Slade

Role: Customer service advisor (communications) for the Shepparton and Bendigo line upgrades

Study: Bachelor of International Studies, Bachelor of Commerce

Organisation: Rail Projects Victoria

Questions:

1. What industry did Shannon work in prior to rail? How do you think this helped her develop skills for her current role?
A *Retail. Developing communication and people skills.*
2. What are the responsibilities of Shannon's current role?
A *Answering all the incoming questions about the projects, directing people to the right departments to resolve issues.*
3. What are some of the benefits of working in rail?
A *Many job opportunities, opportunities for advancement and helping the community.*
4. Can you see yourself working in a similar role? Why or why not?
A *Student reflective answer.*

Name: Shashika Pathirana

Role: Communications Support Administrator

Study: Currently studying Bachelor of Applied Business at RMIT

Organisation: Rail Projects Victoria

Questions:

1. Has Shashika completed her University studies?
A *No, she is still studying.*
2. What skills does she suggest are required for the role?
A *Time management, communication, the ability to prioritise, agility and co-cooperativeness.*
3. What have been some of Shashika's key achievements in her current role?
A *Paid and unpaid internships and volunteer roles.*
4. Could you see yourself in a similar role to Shashika? Why or why not?
A *Student reflective response.*

Name: Darren Laphorne

Role: Regional Manager – North

Study: Commerce/Business degree

Organisation: V/Line

Questions:

1. What did Darren do instead of finishing his commerce degree?
A *Became a professional cyclist in Germany for 12 years.*
2. What is the International Baccalaureate?
A *It is an alternate Senior Years program offered in some schools and can be completed instead of VCE.*
3. What skills does Darren need for his current role?
A *Reliability, resilience, optimism, being a team player, a calm demeanour and motivation.*
4. Can you imagine leading a team of 80 people? When have you lead a team of people to complete something?
A *Student reflection.*

Name: Jazmin Britt

Role: Site Administrator

Organisation: Coleman Rail

Questions:

1. What did Jazmin do after school instead of going to University or TAFE?
A *Applied for her current role and completed a 6 month work placement there.*
2. What computer skills does Jazmin need for this role?
A *Able to use Excel.*
3. What is Jazmin most proud of in her work?
A *Her ability to speak to new people on the phone, her growing self-confidence.*
4. What experience or skills do you have that could assist you in a similar administration position?
A *Student reflections.*