

# WELCOME TO



# Boost Your Resume

## Terms and Conditions

Everything you need to know before having your professional boost



# Summary

I.	About Boost Your Resume	02
II.	Why us?	02
III.	Is this service for you?	03
IV.	Why look for professional assistance	03
V.	Why do it now?	04
VI.	Flash CV Writing Method	04
VII.	Package Method	07
VIII.	Deadlines	11
IX.	Terms & Conditions	12
X.	Privacy Policy	15
XI.	No show	15
XII.	Document approval	15
XIII.	Refunds & cancellation policy	15
XIV.	Cancelling the service	16
XV.	Payment	17
XVI.	Service Agreement	18



### ABOUT BOOST YOUR RESUME

Founded by Yngrid Cunha in 2019, Boost Your Resume was created from a necessity to help Brazilians in Australia. Bringing a solid and long-term experience in the recruitment industry, she came across multiple resumes written by people from her home country who were disqualified for not entering the correct information when applying for jobs. In order to assist them, she decided to reunite a group of qualified professional to write their professional resumes.

In terms of Yngrid's educational background, she studied Psychology and Human Resources in Brazil and a Diploma and Advanced Diploma in Human Resources in Australia. To better serve her clients and assist those who are uncertain of which approach to take career-wise, she became a Career Coach in parallel with her career in recruitment.

With the arrival of the COVID-19 pandemic, the number of people seeking specialised help increased, and with that her demand. So, she decided to invest more time and turned her hobby into her business. Now we have a team of 4, consisting of two Human Resources consultants, one administrative assistant and one literary specialist.

### WHY US?

- Our experience and method are based on what we live, breathe and see every day in recruitment. Yngrid has worked for small to large recruitment agencies and is still active in the field.
- We don't take your money for granted. We invest time and resources to make sure you save time, are more valued by the hiring managers and recruiter, get calls back sooner, land more interviews, earn more money, gain confidence and get a job faster.
- Our success is proven by our satisfied clients who recommend us on social media.
- The services we offer are professionally written by experts, proofread by a literacy specialist, and formatted for success - Formatting that will get an employer's attention.
- Keyword optimised - We do a market analysis to ensure your application is in the top searches in the Recruitment software passing the Applicant Tracking Systems.
- We combine experience with formal knowledge acquired locally and internationally.
- We give you the autonomy to decide what template to use on your Resume and Cover Letter.
- Our guarantee period ensures that you have time to go through all services completed by us.
- Our goal is to create a compelling document that's more than just a history of your career.



### IS THIS SERVICE FOR YOU?

#### **If your resume could talk to hiring managers, what would it say about you?**

Whether you've made the decision that this year is the year you start searching for a new job or you've already plunged into the deep end of your job search, you're going to need some very important documents. How does that make you feel? If there's any doubt in your mind about your current cover letter or resume's ability to get the job done, it's time to think about options and how you can position yourself for success.

Perhaps it's time for a professional to step in. "Someone else, writing my resume?" you exclaim. Before you dismiss the option, let's discuss it. You are the expert in \_\_\_\_ (insert your profession here), and professional resume writers are experts in making you and your resume shine. Could you use some shine in your job search? We thought so. Here's what a professional rewrite can do for you, and what some of our past clients have to say about how it has changed their job search.

#### **Are you qualified for the position you want next?**

If you have at least 60% of what the job requires, we can assist you, however, we can't make you stand out if you don't have the skills or education, to begin with.

#### **Are you looking for a raise or promotion?**

Hiring a professional writer is a good idea if you're applying for a job where you have the skills but you're not getting any calls, you are looking for more money, responsibilities and a higher title. Since there's a lot of competition out there, you'll want your resume to stand out and use all the help you can get.

### WHY LOOK FOR PROFESSIONAL ASSISTANCE?

Resume writing is a skill that often needs more mastering than the writer thinks! Whether you've got years of experience under your belt or are newly joining the workforce, your chance of landing an interview is much more likely if you have a killer resume to show off your education, skills and experience.

Recruiters take on average 5 seconds to decide if they will reject your Resume or keep reading it. An unprofessional resume makes you look unsuitable as a job seeker and will cost you a possible interview.

Your resume needs to be professional and polished because, if not, your application materials probably won't get a second glance from any hiring manager. When you are prepared, your chances to get a call from the hiring manager increase substantially, because we know what they are looking for and make sure that you have the skills that you obtained in your Resume, which is an invitation for them to call you and know more.

An unprofessional resume is often difficult to read, does not have the keywords and skills required, is confusing, covered in errors, or is unrelated to the job the person is applying for— they will get rejected right away.



# Boost Your Resume

## HUMAN RESOURCES

After all, a resume is often the very first point of contact between you and your next potential employer. It's the first impression you get to make, and with a well-written professional resume, it could be one of many more to come.

### WHY DO IT NOW?

**A clean, concise, targeted job material is your key to being ready for any opportunity that comes along.**

The best time to take advantage of a new career opportunity is when you already have a good job, as you are working from a position of strength instead of from a position of weakness. This involves keeping your eyes and ears open for new opportunities, and just as importantly, being ready to take action if such an opportunity appears.

It's a good idea to continue marketing yourself to recruiters by always having your updated resume on LinkedIn. Keep in mind that there are a lot of people that we've placed as recruiters who were not necessarily looking for a new job but were motivated to make a move for something better than what they currently had. All they needed was the opportunity. We were only able to find them because they had their resume and LinkedIn regularly updated.

### FLASH CV WRITING METHOD

#### Introduction

We're here to help you boost your career with our Flash CV Writing Service. This service is all about creating a CV that's personal and impactful, designed just for you. These Terms and Conditions lay out the rules for using our Flash CV Writing Service. They're here to make sure everyone is on the same page when you purchase this service.

We know how important a great CV is for your career. That's why we've made our service quick and efficient, just for you. Before you get started, take a moment to read through these terms. They explain the rules and conditions for our teamwork. This way, we're all clear on what to expect and how we'll work together to make your professional journey a success.

By choosing our Flash CV Writing Service, you're saying you understand and agree to these Terms and Conditions. If you have any questions or need help, our support team is here for you. Thanks for picking Boost Your Resume! We're excited to help you tell your professional story and reach new heights in your career.

#### For Whom Is This Service Intended?

Our Flash CV Writing Service is made just for professionals in administration and accounting. It covers a wide range of roles, from those who are just starting (fresh out of university) to those who bring over 10 years of experience in the field. However, it's essential to know that this service isn't meant for managerial positions. Whether you're starting your career or bringing a wealth of experience, our service is here to help you shine in your administrative or accounting role.

Our **Flash CV Writing** is here for people in different administrative roles, offering a complete way to make your CV stand out. It works well for professionals like:

- Office Coordinators
- Accounts Support Administrators



- Corporate Support Officers
- Corporate Accounts Support Coordinators
- Corporate Support Administrators
- Accounts Clerk
- Legal Secretaries
- Project Administrators
- Project Coordinators
- Front-of-House Officers
- Receptionists
- Administrative Assistants
- Finance Administrators

Whether you're at the beginning of your career in general administration or you've gained significant experience in the roles mentioned above or related fields, our service is well-equipped to meet the distinct needs of these positions. It's crafted to highlight your skills, achievements, and expertise essential for these specific roles. Our goal is to make sure your CV effectively showcases your professional value, tailoring our service to meet the precise requirements of professionals in these roles. This way, your CV stands out in a competitive job market.

### **What We'll Need From You:**

To make sure we can create your CV effectively, you must give us detailed and accurate information. Not providing specific details may hinder our ability to make a strong document and might affect our ability to meet the agreed-upon deadline. Take a moment to go through the following requirements carefully:

#### **1 - Complete CV:**

Please provide a detailed CV that covers all your past job experiences. This should include a breakdown of your roles, responsibilities, and achievements.

#### **2 - Promotions Within the Same Company:**

If you've been promoted within the same company, treat each promotion as a separate job experience. Create a separate entry for each role, detailing the specific daily responsibilities tied to each position. Include any highlights or achievements specific to each role.

#### **3 - Avoiding Redundancy:**

Don't duplicate daily responsibilities or experiences across different roles within the same company. If there are overlapping responsibilities, distribute the information among the relevant roles to facilitate efficient editing.

#### **4 - Highlights and Achievements:**

In your original CV, make sure to spotlight the achievements attained in each role, as mentioned earlier. However, it's crucial to refer to the **Service Guideline** and read through all of these **Terms & Conditions** to grasp what counts as an achievement in the Australian job market.

### **What is included in the Flash CV Writing?**



# Boost Your Resume

## HUMAN RESOURCES

### 1 - Pre-established Template:

When it comes to first impressions, our service introduces a single, pre-established template designed to align meticulously with the strict industry standards set for the specified sectors and targeted job roles. Beyond being a mere visual canvas, this template is a strategic tool, intuitively crafted to mirror the discerning expectations of hiring managers. While customisation is limited to the realm of colour palettes, this intentional constraint ensures a symphony of professionalism, guaranteeing your presentation aligns seamlessly with the current norms of your industry. This visual consistency becomes a powerful asset, offering you a polished and uniform representation that captures attention and leaves a lasting impression on potential employers.

**P.S.: It is not possible to change Flash CV templates, only the colours of our pre-established document.**

### 2 - Specialised Technical Review:

Transforming your CV from a mere document into a compelling narrative, our service introduces a distinctive advantage – a specialised technical review conducted by a seasoned professional recruiter. This isn't a routine check; it's a strategic analysis aimed at providing you with invaluable insights and constructive feedback. Through the discerning lens of an industry expert, your CV undergoes a meticulous examination, delving into its technical intricacies, assessing its direct relevance to targeted roles, and evaluating its overall effectiveness in standing out amidst a sea of applications. This customised scrutiny ensures that your CV not only meets but exceeds the expectations of potential employers, positioning you as a standout candidate poised for success.

**P.S.: This package counts with one specialised recruiter review and one specialised review from our editor. Make sure to submit all requested information at once, following all requested details and further specifications, as any further inclusions, reviews, deletions and editions will incur further fees.**

### 3 - Cross-Check and Migration of International Skills and Education:

In the intricate weave of the global job market, our service acknowledges the diverse paths professionals tread. Beyond geographical confines, we offer a tailored service – a specialised cross-check and migration of your international skills and educational background. This isn't a standard recognition; it's a strategic transformation. Our process goes beyond mere translation; it's an artful presentation that captures the richness of your global experiences. We seamlessly integrate your international qualifications into the narrative, ensuring they resonate cohesively with the expectations of the Australian job market. This customised approach enhances not only your CV but your overall professional image, amplifying your appeal and strengthening your position as an ideal candidate in the Australian employment landscape.

### 4 - Keyword Optimisation:

We employ strategic keyword optimisation to boost your CV's visibility in **Applicant Tracking Systems (ATS)**, increasing the likelihood of it being shortlisted.

### 5 - Quantifiable Achievements:

We guide including measurable achievements that resonate with employers, highlighting the concrete impact you've had in your past roles.

### 6 - Industry-Specific Language:



# Boost Your Resume

## HUMAN RESOURCES

Tailoring your CV with industry-specific language to resonate with the nuances of your chosen sector, ensures your application stands out as unique.

These carefully selected inclusions go beyond the ordinary, providing you with a comprehensive and effective career advancement package. It's not just about meeting standards; it's about surpassing them and ensuring you are fully equipped for success in your professional journey.

### PACKAGE METHOD

The most effective way we have found to make an attractive resume that you identify with, as well as being confident in what is written, is through an exchange of emails from both parties. This means that we would send you a market analysis for your area and ask you to indicate what duties you have performed and with which employer (copying from the market analysis to your resume). With that, we have the basis to write a personalised curriculum, where we send you a draft for correction according to your taste. After this, we will send you the final version in editable format (Word) and PDF.

To avoid miscommunication, your main point of contact will be with our administrative assistant who will contact you via WhatsApp and email to request information, answer all your questions and support you to get the best outcome possible.

A common misconception about resume writing services is that we do all the work for you. But the reality is that we can't even start working on your resume until you've filled out an extensive form detailing all the necessary information about your work history, skills and professional achievements.

You should expect a lot of back-and-forth collaboration with your writer via email. And remember, once they send you the first draft, it is necessary to offer your feedback with all your input for us to be able to send you the final version.

#### What will we need to make an attractive resume?

- Your current and complete curriculum in English. This, in turn, **must** be provided as exemplified in the **Online Personal Information Form** that was forwarded to you alongside this document and the **Service Guideline**.
- As translation is an extra service provided by our company with an experienced translator and interpreter, failing to fill out your Personal Information Form **in English** will incur an extra fee to cover the said service
- A little bit of your time - This is a personalised job, so we will need to know how your qualities and skills fit into the area you want to work in (learn more below). It also requires some time for you to be able to read the draft work and request changes according to your preferences.
- You have access to a computer with Word or a similar application so that we can make this partnership, which is a roundabout of files (I send a file, you edit and return it, and I send you the final version).

#### In our services you will find:

- Differentiated layout - Template of your choice
- Analysis of the market you want to work through a cross-check with the skills you have\*
- Use of keywords\*
- Employment expertise of people who live and breathe recruitment





# Boost Your Resume

## HUMAN RESOURCES

- Written content taking into account what the market in your area is asking for, and how you position yourself concerning that – we will not "reuse" your resume, we will write a new one for you taking into consideration the best way to present your experience as a whole attractively.

*\*Not available for Resume and Cover letter editions*

### Process:

According to our enclosed Price List below, you can choose which package you are interested in. Given that you choose the entire package, please be aware that **the field of expertise must remain consistent across all documents included, which typically includes your CV, cover letter, and further job board submissions. Any requests for field changes across the documents will incur additional costs.**

These are the steps we will follow:

#### Step 1:

We will have a conversation usually via WhatsApp where you will tell us about your experience and how we can help you.

#### Step 2:

You will receive these **Terms & Conditions**, which set all the criteria of the work we do, and the **Service Guideline**, where you will find all the detailed information on each part of the process as well as the components of employment documents, how and why they are used and the **Online Personal Information Form**. In this last document, you will find and fill out all the required information regarding your personal information and professional background.

The document counts with detailed examples of how you must fill out each of the information asked and it is of paramount importance that you check that all the information has been properly and accurately filled as no further inclusions on missing and/or inaccurate information will be made. You are free to contact our customer service with any enquiries regarding the **Online Personal Information Form** before submitting it alongside the required job ad links so we can carry out the Market Analysis based on your professional profile.

#### Step 3:

You will send **five to ten (05-10) job ads with a job description** that interest you and we will give you an insight into what the industry is seeking through a market analysis, where we will work together to arrange your resume according to the needs of the market taking into account your needs, skills and experience.

### What Keywords are and why we need them:

As you will see across our **Service Guideline**, your CV will not be reviewed by a person during the first stages of the process. Considering the large number of applications any given job opening receives nowadays in addition to the need to optimise the recruitment process, your CV will be reviewed, initially, by a software called **Applicant Tracking System** or **ATS**.

This software is then calibrated with the most important keywords for each role within the recruitment process carried out by the HR department of a company or an outsourced HR partner. That is, the keywords will be a direct reflection of the business demands and those can be a wealth of different



# Boost Your Resume

## HUMAN RESOURCES

tasks, software proficiency and a non-counting range of hard skills, i.e., qualifications that require formal education.

The **Market Analysis** is, therefore, a collection of all of the most important needs of the business reflected in keywords that will help your application stand out in the scanning phase of the recruitment process.

For this reason, **the service CANNOT be done without the job ads. Should you fail to provide the required links we can only make an edition of your original CV according to our market knowledge and your profile.**

**P.S.:** All Market Analyses are carried out in absolute compliance with the links you will provide us. Therefore, make sure the job description reflects your professional profile, capacity and seniority level.

Make sure **not** to send us links that are not in compliance with your professional profile. Should you fail to carefully review the job description, your **Market Analysis** will then end up not reflecting your professional capacities.

**P.S.:** Any change of field required after your Market Analysis has been carried out and delivered will incur an additional \$35 fee. This fee covers the cost of conducting another Market Analysis for the new field.

### Step 4<sup>1</sup>:

You will receive the Market alongside a link to our Online Personal Information Form and a further example PDF, called Personal Information Form Dummy, which brings detailed examples of how the form must be completed.

You **must** fill out the form, following the examples you will see in the dummy PDF. In the professional record section, you **must** include your Market Analysis. That is, you **must** copy all tasks from the list in your Market Analysis and paste them into each experience (job/company) in which you performed the task.

**P.S.:** Considering that the standard page count for an Australian CV ranges from 02 pages, tops, with very few exceptions, note that the professional record transcribed in your CV must range a decade in total, you can include more than a decade in your Personal Information Form but any experience extending the last decade will only be included in your CV if the experiences are utterly relevant to the job openings you're planning to apply for.

You will make sure to read each task carefully and delete any activity you might not have performed. However, should you have performed at least 80% of any given task, you can add the task to your Personal Information Form.

**Note that each task must be copied and pasted into each experience that you have performed, that is, you are the only person who can tell us what you did and where you did it.**

Should you fail to include your Market Analysis as mentioned above, we will draft you a pre-draft of your CV to optimise time, as long as we have all the information requested accurately detailed

---

<sup>1</sup> In case of receiving a Pre-Draft, we can only move along with the process after all requests placed throughout the said document has been thoroughly addressed. You will, furthermore, be able to clear out any of your doubts and request any assistance in this regard to our Customer Service and your writer directly. All deadlines for all your documents will remain **suspended** until all necessary and missing information has been accurately provided.



# Boost Your Resume

## HUMAN RESOURCES

throughout the Personal Information Form. In this case, you will receive an initial draft of your CV accompanied by any required comments and requests regarding any missing information.

Should provide all the information required yet fail to copy and paste your **Market Analysis**, we can still draft you a pre-draft. However, all tasks from your **Market Analysis** will be equally distributed throughout your professional record. That is, we will include the tasks in each company and the role mentioned throughout your CV.

Those tasks will, then, be highlighted in yellow so you can identify your **Market Analysis** throughout the document and thus redistribute the tasks into the correct experiences in which you performed them.

Our recruiter can only review your CV after all tasks and further information has been placed correctly and accurately. Failing to reorganise the tasks can confuse the recruitment process should a recruiter find it necessary to check your references. Therefore, should any information be placed wrongly, when asked, your reference might not be able to confirm either a skill or a task performed in a particular company simply because it has been placed incorrectly.

As mentioned, you are the only one who can tell us what you did and where you did it.

This is an **utterly** necessary step of the process. Your **Market Analysis is a personal document containing all the necessary keywords to help you stand out in the recruitment process**. Failing to use it can significantly reduce your chances of success.

However, in this case, the pre-established deadline is no longer valid.

**We cannot proceed without the Market Analysis accurately and correctly placed throughout your professional record.**

### Step 5:

With the resume ready and approved, we will send you the first draft of your cover letter and will allow you to request any changes, since it has to be something you identify with, yet as professional as possible. The goal is to convince the employer that your professional background, skills and personality are relevant to the job.

### Step 6:

The time has come to use job boards to attract recruiters, as these are the easiest ways to get a job in Australia. We will develop the profile of your choice in a way that reflects what the market wants, using keywords to increase your visibility using these powerful tools. A banner, either chosen by you or by us, will be in place to make your profile more assertive and attractive to the eyes of employers. We will take the opportunity to give you tips on how to better use your LinkedIn along with a list filled with sites for you to apply.

### Step 7:

Now, we will conclude your professional boost with a behavioural interview, where we will give you in advance the questions most asked by recruiters, and give you tips to present yourself as the ideal candidate without losing your essence.



### DEADLINES

BYR will start working on your order as soon as we receive your first payment, according to the deadlines mentioned below.

Service	Customer deadline (working days)	Deadline BYR (working days)
Send Initial Material (Resume, Cover Letter and Links)	2	
Market Analysis	3	2
Send Resume pre-draft		2 (for pre-Draft) 4 (for the 1 <sup>st</sup> draft)
Resume Draft Approval / Resume Alterations	2	2
Cover Letter Writing		4
Cover Letter Approval / Alterations	1	1
LinkedIn And Job Boards Development / Approval	2	4
Interview Booking	2	1
Total	12	18

### Urgent orders:

Service	Customer deadline (working days)	Deadline BYR (working days)
Send Initial Material (Resume, Cover Letter and Links)	0	
Market Analysis		1
Send Resume Draft	0	2
Resume Draft Approval / Resume Alterations	0	
Cover Letter Writing		1
Cover Letter Approval / Alterations	0	
LinkedIn And Job Boards Development / Approval		1
Interview Booking	0	1
Total	0	6



All services require approval and may be delayed depending on how fast all the information needed is provided.

For urgent orders, a fee of 25% on top of the final value applies.

All deadlines are approximations. Every client has a unique experience with a different set of skills, so the service might be delayed if more time is needed to conclude the job taking into consideration all information given.

We have a 2-week policy, where all customers have 12 working days to provide everything required. In the case that the client is late in sending the basic information required to start the process, we will do our best to accommodate their needs as soon as possible, however, we cannot guarantee a timeframe for the service completion. If the client takes longer than the given time to approve a document, we will consider it approved.

## TERMS AND CONDITIONS

---

By paying the first invoice issued by Boost Your Resume you confirm that you are in agreement with and bound by the terms and conditions below.

Boost Your Resume ("BYR") makes every attempt to make your order as attractive as possible for recruiters and employers in general, however, do not guarantee any outcomes from our work in assisting our clients in obtaining employment.

### **Our services include:**

- Resume edition
- Cover letter edition
- Professional resume writing
- Professional cover letter writing
- LinkedIn profile development
- Job board profile development (Seek, Indeed, Jora, CareerOne)
- Behavioural interview coaching
- Career coaching (6 sessions)
- Job application assistance
- Career consultation



# Boost Your Resume

## HUMAN RESOURCES

### Services Description

**Career Consultation** – This service suits you if you need a recruitment specialist to give an insight into the current market situation and have a chat about all the concerns and doubts regarding your next career move.

**Market Analysis** – This is the very first step of the process where you will receive the document **Online Personal Information Form & Market Analysis**. Through this document, we research what the market is currently looking for in your field of expertise using all the links to job advertisements you provide us. This document must be **thoroughly answered in compliance with all the instructions it carries considering that it is not possible to draft a consistent Australian standard resume without the information provided by the Market Analysis.** This part of the process provides an in-depth inference on the jobs you intend to apply to include the keywords that can boost your visibility in the recruiters' software.

**CV & Cover Letter Templates** – Choose which template you would like your CV to be written. You will be receiving a PDF file with all our current templates. If you don't wish to choose a template we shall choose one that best fits your profile. However, **LAYOUT changes won't be accepted in this case.** Only mild changes in colour, type and comments on the written content.

**Resume and Cover Letter Edition** – This is when we edit your resume/cover letter and tailor it to Australian standards, removing everything that could disqualify you for the vacancy you are applying for. Not every resume/cover letter needs an edition, some are already very close to the Australian style and some need to be written to be competitive. This service consists only of the edition of what is already written, putting it in the most professional way possible. Therefore, as we don't write your resume/cover letter, we don't include keywords. You can order this same service with or without a template.

**Professional Resume Writing** – This is when our writer will crosscheck all the information done and use all the material you provided to write a consistent resume on an attractive and organised template. **This part cannot be done, however, if the client does not deliver all the information required in the Online Personal Information Form & Market Analysis.**

**Professional Cover Letter Writing** – We develop a cover letter that takes into account your technical and interpersonal (soft) skills. It is written with a focus on what the field of your choice is currently asking, which is assessed through market analysis. The letter is delivered in a beautiful and organised template (chosen by me or you).

**Job Boards Profile Development (LinkedIn, Seek, Jora, Indeed, CareerOne)** – We develop your profile based on the information in your current resume. We fill all the fields with keywords to attract recruiters and hiring managers. In this service, we design a personalised banner (background image) to enhance the page's visibility.



# Boost Your Resume

## HUMAN RESOURCES

### Included in your job board service you will find<sup>2</sup> –

- Your CV will be imported to the platform so the platform can operate as a 'voucher' of your professional record and qualifications, to facilitate the recruiters' access to your information.<sup>3</sup>
- Your URL tag will be updated and personalised to reflect the name you use across your employment documentation
- Your profile will receive a banner designed especially for you that reflects both your role and sector, following all requirements in each field that can transmit the image of a serious professional
- Your presentation section, that is, your **about** will receive any required adaptation as well as a new headline and highlighting your most recent education titles, making further adaptations necessary towards international education titles you might have.
- Your educational qualifications will receive a tailored description, designed to reflect your skills so that the algorithm understands your profile is complete and thus places it at the top of the recruiters' searches
- Your skills section will be used to its maximum capacity, a range of 50 skills, using your CV and Market analysis to elicit further solid hard skills, software and any field-related skills that can be verified on the CV & professional record to make the most of the platforms' algorithm
- You will be connected with Boost Your Resume's recruiter and thus receive up-to-date and constant job opportunities in the Australian job market

**Behavioural Interview Coaching** – This service is composed of two different parts. The first consists of us sending to you (via email) personalised material for you to study, prepare and refer to every time you have an interview. In the second part, we will spend an hour together on a video call where I will teach you techniques to answer behavioural and specific questions. I will give you tips on what to wear, how to behave and what will probably happen in the interview, what to say and most importantly, what NOT to say.

**Career Coaching** – This service includes 6 sessions where we will work with you to give you more clarity about where you are at the moment, where you would like to be and what path you're willing to take to get there. Some people might need/want more sessions. Additional sessions are also available.

**Job Application Assistance** – This service suits a person who wants to avoid making mistakes when applying for a role that they want.

**How to Write Your CV Booklet** – This product suits a person who wants to take on the challenge of writing a solid CV under all the requirements expected by Australian recruitment agents and manages on their own. It includes a detailed step-by-step you should follow from a career evaluation to putting the information on paper and formatting the document to develop a true Aussie CV.

---

<sup>22</sup> The inclusions will be made according to the possibilities of each job board, most importantly, they will **all** be included in your LinkedIn & Seek, as the platforms, besides being the most used platforms, allow for the inclusion of the aforementioned.

<sup>3</sup> Considering that LinkedIn is a social network, any claim made throughout the platform can be contested by any company or further employer, thus your LinkedIn will operate as a voucher of any claim made throughout your CV.





# Boost Your Resume

## HUMAN RESOURCES

**Interview Prep Booklet**– This product is destined for those who already have a strong CV and Cover Letter in the desired standards in Australia but wish to take their competing chances to the next level by getting inside tips from our recruiting team of all ‘behind the curtains’ technicalities of an Australian recruitment interview.

**Cover Letter Booklet** – This product, similar to the ‘How to write your CV booklet’, is destined for those who wish to engage in the challenge of writing their cover letter, telling you every bit and piece you need to know to get the job done to get hired in no time.

## PRIVACY POLICY

Any information you provide to BYR is strictly confidential and won’t be shared with third parties. This includes personal information and any passwords (such as Seek.com and LinkedIn) that you share with us. Those will be used strictly to prepare your resume and cover letter for the Australian market. We don’t keep passwords in our records.

## NO SHOW

Interviews are to be booked by the client giving us at least 3 business days in advance. If interviews are cancelled within less than 24 hours or cancelled more than once, the interview will be considered completed and the client will have to book (and pay) another time.

## DOCUMENT APPROVAL

The client shall send BYR all the necessary information beforehand, and at once, so the service of choice can be prepared. This includes template choices, ideas for LinkedIn banners and general personal information. BYR will send the client the first draft to be adjusted to the taste of the client. However, BYR won’t include any information that hasn’t been given in the first place. This includes professional experience, educational background and links.

Any alterations to the draft must be requested at once.

If the client does not approve or request alterations within 5 days, we will consider the document approved and finalised.

Our guarantee period ensures that you have time to go through all documents. It applies to all services. If after that period you require further changes, charges will apply. For in-depth information about document approval, please refer to the deadline table.

## REFUNDS AND CANCELLATION POLICY

According to the Australian fair-trade practice, you cannot request refunds if you:

**Simply change your mind:** We strongly advise you to review the contract found in these Terms & Conditions and address any questions regarding our services and products **before** any banking deposits.

**Insisting on having a service provided in a particular way, against BYR’s advice:** By purchasing our services and any related products, you **agree to adhere** to these Terms & Conditions as well as our working method. Any special requests regarding the confection of your employment documentation and job board edition must be formally requested **IN ENGLISH BY EMAIL TO OUR CUSTOMER SERVICE AND YOUR WRITER FOR EVALUATION AND APPROVAL.**





# Boost Your Resume

## HUMAN RESOURCES

**Failed to clearly explain your needs:** All requests and email contacts **must** be sent to our customer service **AND** the writer responsible for your documents in the email addresses you will be given access at the start of the process.

**Failed to provide the information required within these terms:** Should you fail, or refuse, to provide us with any required information at any stage of the process, your documentation will be drafted with the information you provided. However, if continuing the process is not possible due to a lack of information or any other obligation specified in this document, we will regularly contact you to request an update on any necessary task until your service expires.

**Failed to provide the information required within the expiration date of your service:** As per these terms, all services expire within two months. We will, however, establish regular contact to request any necessary information on the completion of any necessary task. e.g. placing the Market Analysis throughout your professional record and/or addressing the requests sent in your Pre-Draft.

We will contact you weekly in this regard and further progress to daily contact attempts by email and WhatsApp as your service approaches its expiration date. The contact will cease after the service expires and fees and further administrative charges might ensue so you can be reinserted into our workflow. We advise you to contact our customer service and your writer in case you need an extension.

All deadline extension requests must be sent to our customer service and your writer by email and WhatsApp within, at least, 24 hours until the final deadline of any part of the process.

**Failed to send any required information to both your writer and our customer service:** Should you fail to provide any missing information pointed out by our writer, by email, and our customer service, by email and WhatsApp.

**Failed to answer the requests sent with your Pre-Draft:** Should you fail to answer **all** requested information highlighted and detailed throughout the Pre-Draft of your resume.

## Canceling the Service

Should you wish to cancel the service(s), we advise you on the following steps:

- Contact BYR by email to explain the problem. If it cannot be fixed at an agreeable time, state your wish to cancel it
- If you have paid for services and/or products that have already started or been delivered, any applicable refunds will count with a compensation deduction according to the extent of the work done, as well as any applicable administrative fees

## Service Guarantees

All services offered by BYR are carried out with the highest standards in compliance with all regulatory guidelines for service guarantees and are provided by active professionals in the fields of Human Resources, marketing, communication and literature. Therefore, all services will be provided with:

- Acceptable care and technical knowledge
- Purpose accuracy to give you the result you and the **company agreed to\***



- Reasonable timeline in the lack of a deadline agreement

**\*The service(s) provided by BYR is not in a position to grant any jobs in any given field to its clients, the service(s) provided by the company aims to help our clients fit their professional profile to the Australian recruitment process requirements to stand out amongst other applicants.**

## **PAYMENT**

All prices are quoted in Australian dollars, and all transactions are conducted in Australian dollars.

GST is excluded from the prices quoted on our Price List (valid only for resumes of 2 pages long).

Prices are subject to change without notice.

Boost Your Resume reserves the right to not deliver all services until payment is made in full.

**Bank Details – Bank: Commonwealth Bank (CBA)**

**Account Name: Boost Your Resume**

**Account Number: BSB 062110 / Account 10329862**



### Service Agreement

I hereby declare to have read Boost Your Resume's Terms & Conditions. By paying for the service, I declare to have agreed with the company's terms as well as understand both parties' obligations and rights.

1. **Agreement** – This Agreement will begin on the date I pay for the service(s) and will have full force and effect until Boost Your Resume completes all purchased services. However, as subject to earlier cancellation as settled in this Terms & Conditions in case the client 1) fails to provide all required information to draft the documents, 2) fails to deliver the review of every draft sent to them within the two-day deadline and 3) in the case of failing to answer the email contacts from the company, all services expire after two months to be counted from the date of the payment deposit.
2. **Collaboration** – Both parties commonly agree to collaborate and comply to carry out any necessary task across every necessary step of the process as described in **these Terms & Conditions** until the delivery of all purchased services, as described in these Terms & Conditions. I, furthermore, understand that I must carry out my part as described in the Service Guideline, these Terms & Conditions and further instructed both by the company's Customer Service and the emails I receive from Boost Your Resume with the drafts of my documents. I understand clearly that failing to carry out any of my tasks during the process as instructed by Boost Your Resume will result in the delay of any services I might have purchased from the company. I agree with the company's methods and terms specified in these Terms & Conditions and therefore understand that failing to meet any of my obligations during the process will configure a breach of contract.
3. **Method Autonomy** – I acknowledge to have read and understood Boost Your Resume's working methods and agree that the company will proceed to the completion of any purchased service under the methods described and provided to me before the service purchase in the Service Guideline while preserving their autonomy to utilise their methods as well as my best interests considering my skills and experience.
4. **Equipment:** I have understood that considering the collaborative nature of the work, I must have access to a computer and a writing editor, preferably Microsoft Word to submit all required documents as well as to review the drafts sent to me and occasionally include any missing information. I declare to be aware that Boost Your Resume is not in place of drafting any documents without all the information required throughout the Personal Information Form and previously exemplified in the Service Guideline.
5. **Intellectual Property** – I am aware that all the documents aside from my CV & cover letter, namely the *How to Write Your CV Booklet*, *How to Write Your Cover Letter Booklet*, *Interview Preparation Booklet*, *Market Analysis*, *Personal Information Form* and any other document used to prepare my documentation and myself for job interviews are subjected to Copyright and therefore the intellectual property of Boost Your Resume and cannot be publicised without the knowledge and consent of the company.

Sydney, NSW.