



Work Ready Skills Builder Courses

These short courses will develop your knowledge and practical skills to become job-ready! Learning new skills opens the door to opportunity for selffulfillment and career development. It demonstrates commitment that will give you a competitive edge over others.

Learning Pathway

Customer Engagement Skills Builder

Pathway to BSB30120 Certificate III in Business (Customer Engagement)

BSBOPS304 Deliver and monitor a service to customers

This unit will develop your skills to identify customer needs and deliver, monitor and improve customer service. Strong customer service will equip you to handle one-on-one interactions with clients, suppliers and work colleagues, and develop lasting relationships.

BSBXDB301 Respond to the service needs of customers and clients with disability

This unit focuses on the skills required to respond to individual needs of customers or clients with disability. Showing individual respect is the heart of excellent customer service.

Retail Skills Builder

Pathway to SIR30216 Certificate III in Retail

SIRXSLS001 Sell to the retail customer

This unit will develop your skills to deliver quality customer service and sell to retail customers. By understanding customer needs, you will be able to match products and services to enhance the customer experience and maximise sale opportunities.

SIRXCEG001 Engage the customer

This unit will give you the skills to interact and communicate with a diverse range of customers to assist with enquiries. By contributing to a service culture, you will enhance the customer experience and build the company's reputation.

Cleaning Operations Skills Builder

Pathway to CPP30121 Certificate III in Cleaning Operations

CPPCLO3100 Maintain cleaning storage areas

This unit will give you the skills to maintain cleaning storage areas and ensure they are accessible by authorised personnel. Understanding how to maintain cleaning storage areas reduces occupational safety risks and ensures everything you need for the job is easily accessible.

BSBWHS332X Apply infection prevention and control procedures to own work activities

This unit focuses on the skills required to undertake work activities that prevent and control infection. Knowing how to prevent the spread of germs and infection is an essential skill for cleaners.

Supply Chain Skills Builder

Pathway to TLI30321 Certificate III In Supply Chain Operations (Warehousing Operations)

TLIF0009 Ensure the safety of transport activities

This unit will give you the skills to identify organisational standards, manage workloads and function as part of a team. Through understanding the business context, you will be able to develop effective work habits.

TLID0020 Shift materials safely using manual handling methods

This unit will develop your skills and knowledge to safely shift loads using manual handling methods. Understanding lifting techniques and how to plan the route will help reduce the risk of injury during manual handling tasks.

Workplace Skills Builder

Pathway to BSB20120 Certificate II in Workplace Skills

BSBOPS201 Work effectively in business environments

This unit will develop your ability to apply basic communication skills in the workplace. Oral and written communication skills enable you to identify, gather, and convey information effectively.

BSBWHS211 Contribute to the health and safety of self and others

This unit will give you the skills to assist in responding to workplace incidents. Understanding work health and safety policies and procedures and having the skills to participate in consultative processes, will ensure you work in a manner that is healthy and safe.

Workplace Practices Skills Builder

Pathway to BSB20120 Certificate II in Workplace Skills

BSBPEF201 Support personal wellbeing in the workplace

This unit focuses on the skills needed to advocate for and feel empowered about personal wellbeing in the workplace. Having the ability to minimise stress levels creates a more supportive organisational culture.

BSBPEF202 Plan and apply time management

This unit will build your skills to implement time management processes to organise and complete work tasks. Improving your time management will enhance your work performance and help you to achieve your goals.

Workplace Communication Skills Builder

Pathway to BSB20120 Certificate II in Workplace Skills

BSBCMM211 Apply communication skills

This unit will develop your ability to apply basic communication skills in the workplace. Oral and written communication skills enable you to identify, gather, and convey information effectively.

BSBOPS203 Deliver a service to customers

This unit will develop your skills to deliver customer service at an introductory level. Being able to create a relationship with customers, identify their needs, deliver service, and process feedback will enhance the customer experience and build the company's reputation.

Manual Handling and WHS Skills Builder

TLID0020 Shift materials safely using manual handling methods

This unit will develop your skills and knowledge to safely shift loads using manual handling methods. Understanding lifting techniques and how to plan the route will help reduce the risk of injury during manual handling tasks.

BSBWHS311 Assist with maintaining workplace safety

This unit will give you the skills to assist with the implementation and monitoring of work health and safety policies, procedures and programs. Following WHS protocols protect employees, promote corporate social responsibility, and reduce business disruptions.

Hospitality Skills Builder

CPPCLO3113 Clean food handling areas and equipment

This unit focuses on the skills required to clean areas where food is handled. Knowledge of housekeeping standards in food-handling areas and disposal of waste will help you ensure that food safety is not compromised during the cleaning process.

BSBOPS304 Deliver and monitor a service to customers

This unit will develop your skills to identify customer needs and deliver, monitor, and improve service. Strong customer service will equip you to handle one-on-one interactions with customers, suppliers, and work colleagues, and develop lasting relationships.

Outcome

Once you've completed the Skills Builder, you will be issued a nationally recognised Certificate of Attainment for each unit of study.

Should you later choose to enrol in the full qualification, you will receive a course credit for these units.

Each Skills Builder is designed to give you strong foundation skills in their related industry sector. Industry Skills Builder improve your employability skills and give you the confidence to adapt and thrive in the workplace.



Delivery

- 100% online customised learning experience.
- Our short, well-structured lessons are beautifully and visually presented, making them easy to follow and understand.
- All course resources are designed for you to access on the go. That means, if you're out and about, on the train or bus, at the park or beach, you can access course materials on your tablet or smartphone.

Duration

- 25 hours per week
- 8 weeks

Price

- \$295 per Skills Builder

Equipment and resources

You'll need access to the following equipment to complete this course

- Computer with Internet access
- Device with in-built camera, for example a Smartphone
- Software packages, such as Microsoft Word, Excel, PowerPoint (or similar)
- Adobe Acrobat Reader

Get started now!

Speak with your Employment Consultant for assistance with your enrolment.

