



# 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 self-fulfillment 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

#### **SIRXSL001 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

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#### **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)

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#### **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

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#### **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

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#### **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

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#### **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

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#### **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

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#### **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-one-one interactions with customers, suppliers, and work colleagues, and develop lasting relationships.

## Business Documents and Spreadsheets Skills Builder

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#### **BSBWRT311 Write simple documents**

This unit will give you the skills to plan, draft and finalise simple work documents. Good business writing inspires confidence in you and your business.

#### **BSBTEC302 Design and produce spreadsheets**

This unit focuses on the skills required to develop spreadsheets and use spreadsheet applications. This skillset will allow you to be efficient with calculations, as well as organise and evaluate data.

## Cybersecurity Skills Builder

### Pathway to ICTC30120 Certificate III in Information Technology

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#### **BSBXCS302 Identify and report online security threats**

This unit focuses on the skills needed to identify and report online security threats. This will assist you to limit the potential impact of cyber security breaches on the business.

#### **BSBXCS402 Promote workplace cyber security awareness and best practices**

This unit will develop your skills to promote cyber security in the workplace. Emphasising and reinforcing security behaviours among staff will build a cybersecurity workplace culture and help protect the business against cyber-attack.

## Medical Administration Skills Builder

### Pathway to BSB30120 Certificate III in Business (Medical Administration)

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#### **BSBMED302 Prepare and process medical accounts**

This unit focuses on the skills and knowledge required to advise patients on fee structure, process referrals and prepare medical accounts. This skillset is vital for the efficient operation of a medical practice.

#### **BSBMED303 Maintain Patient Records**

This unit will give you the skills to maintain patient records within a medical records management system. Medical administrators are required to exercise discretion and judgment in accessing and maintaining patient records, while respecting patient privacy and confidentiality.

## Disability & Diversity Skills Builder

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#### **BSBXDB301 - Respond to the service needs of customers and clients with a disability**

**This unit describes the skills and knowledge required to appropriately respond to the individual needs of customers or clients with disability to maximise equal access to provided products or services**

#### **CHCDIV001 - Work with diverse people**

**This unit describes the skills and knowledge required to respectfully work with people from diverse social and cultural groups and situations including Aboriginal and/or Torres Strait Islander people**

## Digital Literacy Skills Builder

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#### **BSBTEC202 Use digital technologies to communicate in a work environment**

**This unit describes the skills and knowledge required to effectively identify, select and use available methods of digital communication in a workplace context. These methods may include email, instant messaging and other similar platforms**

## Outcome

Assessments include written responses, scenarios and role plays.

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.



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