

SKILL SETS & SHORT COURSES

Support your customers pathway to progress

Our accredited Skill Set and Short Courses, spanning 4, 6, or 8 weeks, have become the go-to for both students and employment consultants. Being full-time, they are ideal for meeting activity requirements. Explore a myriad of opportunities. Students, elevate your employability with industry-tailored skills. Consultants, equip your clients with a competitive edge.

What is a Skill Set or Short Course?

Think of a skill set or short courses as your personal toolbox for a specific mission. Inside this toolbox, instead of wrenches and screws, you have skills and knowledge that are essential for accomplishing certain tasks or jobs. On training.gov.au, skill sets are well-organised collections of skills acknowledged and valued by both educators and employers across Australia. Our below skillsets are short courses, designed to get you that personal toolbox for that specific mission.

Retail Customer Service Short Course

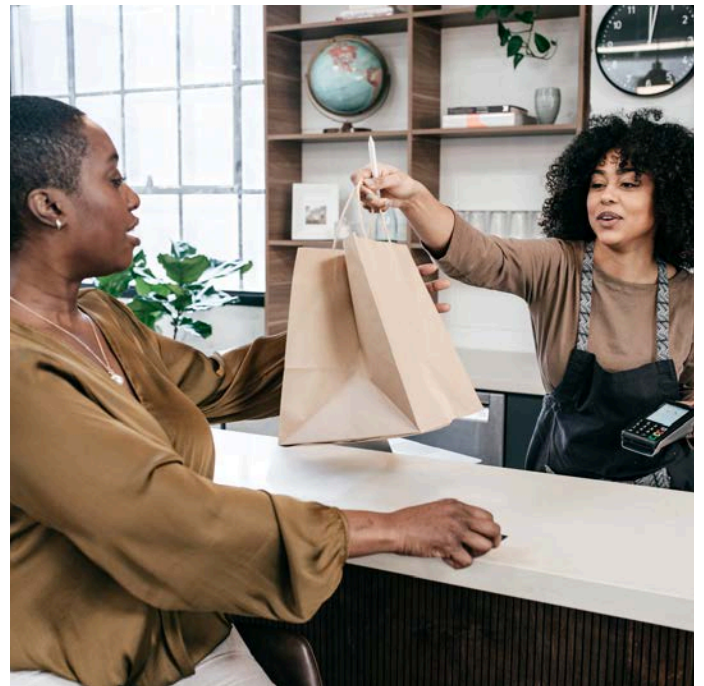
Dive deep into the world of retail customer service excellence with our comprehensive course. Discover the nuances of creating meaningful customer relationships, maintaining loyalty, and effectively handling any customer difficulties.

Accredited Units:

- SIRXCEG003 Build customer relationships and loyalty
- SIRXCEG002 Assist with customer difficulties

Skill Set Type: Units selected from SIR30216

Duration: 4 Weeks



Retail Safety Short Course

Step into the essential domain of retail safety with our specialised course. Designed with the modern retailer in mind, this program brings together vital knowledge and practices to ensure a secure and healthy workplace for both employees and customers.

Accredited Units:

- SIRXWHS002 Contribute to workplace health and safety
- SIRXRSK001 Identify and respond to security risks

Skill Set Type: Units selected from SIR30216

Duration: 4 Weeks



SITSS00078 Customer Service*

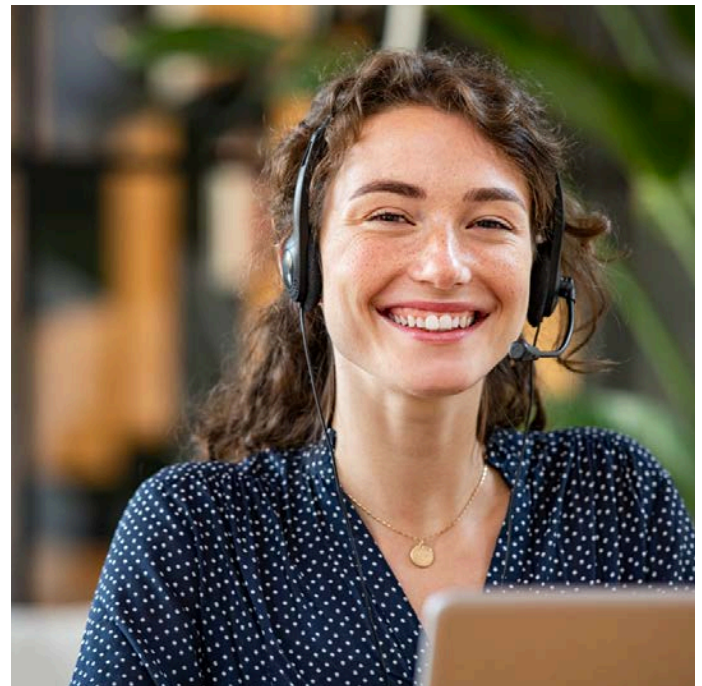
Step into the transformative realm of exceptional customer service with our specially curated course. This program is designed to equip individuals with the skills and empathy required to not just meet, but surpass customer expectations in diverse settings.

Accredited Units:

- SITXCCS014 Provide service to customers
- SITXCOM007 Show social and cultural sensitivity

Skill Set Type: National Skill Set

Duration: 4 Weeks



**students will have to source and complete their practical placement as part of this course*

Clean Amenities Short Course*

Venture into the realm of meticulous cleaning and maintenance with our expertly crafted course. This program ensures participants possess not only the technical know-how, but also the awareness to keep both themselves and others safe while maintaining high standards.

Accredited Units:

- BSBWHS211 Contribute to the health and safety of self and others
- CPPCLO3100 Maintain cleaning storage areas
- CPPCLO3103 Clean and maintain amenities

Skill Set Type: Units selected from CPP30321

Duration: 4 Weeks



Workplace Communication Short Course

Step into the transformative space of effective workplace communication, integrated with a focus on individual wellbeing. Our course is meticulously crafted to enhance interpersonal skills while ensuring every individual thrives in a balanced and harmonious work environment.

Accredited Units:

- BSBXCM301 Engage in workplace communication
- BSBPEF201 Support personal wellbeing in the workplace

Skill Set Type: Units selected from BSB30120

Duration: 4 Weeks



**students will have to source and complete their practical placement as part of this course*

Business Administration Excellence Short Course

Embark on a journey to master the intricacies of modern business administration with our specially designed course. Tailored for aspirants seeking a blend of sustainable practices and superior communication skills, this program offers a holistic approach to administration excellence.

Accredited Units:

- BSBXCM301 Engage in workplace communication
- BSBSUS211 Participate in sustainable work practices

Skill Set Type: Units selected from BSB30120

Duration: 4 Weeks



Workplace Inclusivity Short Course

Embark on an enriching journey towards creating workplaces that celebrate diversity, inclusivity, and personal well-being. Our course is meticulously tailored to empower participants with the knowledge and tools required to foster an environment where every individual feels valued and supported.

Accredited Units:

- BSBPEF201 Support personal wellbeing in the workplace
- BSBTWK301 Use inclusive work practices

Skill Set Type: Units selected from BSB30120

Duration: 4 Weeks



**students will have to source and complete their practical placement as part of this course*

CHCSS00088 Induction Skill Set*

An induction course in community services. Designed to ignite passion and empower change, this program combines effective communication, cultural respect, and holistic well-being to develop impactful community service professionals.

Accredited Units:

- CHCCOM005 Communicate and work in health or community services
- CHCDIV001 Work with diverse people
- HLTWHS006 Manage personal stressors in the work environment
- HLTWHS002 Follow safe work practices for direct client care

Skill Set Type: National Skill Set

Duration: 6 Weeks



BSBSS00119 Customer Service Skill Set*

Venture confidently into the dynamic realm of customer service with our elite training program. Formulated to empower you to handle challenges with finesse and grace, this course equips you with the expertise to not just satisfy customers, but to truly delight and inspire them.

Accredited Units:

- SIRXCEG002 Assist with customer difficulties
- BSBOPS305 Process customer complaints
- BSBOPS304 Deliver and monitor a service to customers
- SIRXPK001 Advise on products and services

Skill Set Type: National Skill Set

Duration: 8 Weeks



**students will have to source and complete their practical placement as part of this course*