**GAIN FOUNDATION SKILLS VALUED BY ANY EMPLOYER**

**FOUNDATION SKILLS FOR VARIED CAREERS**

**BSB30113 Certificate III in Business**

**PROGRAM OVERVIEW**

This accredited program has been designed for students wishing to gain the skills and knowledge that will assist in providing access to a broad range of employment pathways (eg administration, retail, customer service environments).

Students will cover topics such as customer service, communication, keyboarding, Microsoft Office (including Word, Outlook, Excel and PowerPoint), selling products and services and managing work priorities.

The training will incorporate the development of tools that will assist students with their search for employment including a customised resume and an impressive portfolio of work completed throughout the program to allow students to showcase themselves to prospective employers.

ET Australia will actively search for suitable employment opportunities and will work with students during the program to link them to employment.

The practical work experience component at the end of the program will allow students to apply their skills in a real work environment.

On completion of the qualification students will be able to apply their newly gained skills and knowledge in a range of work contexts.

**WITH THIS QUALIFICATION YOUR CAREER OPTIONS ARE VARIED**

|  |  |
| --- | --- |
| * Receptionist | * Call Centre Operator |
| * Data Entry Operator | * Retail Assistant |
| * Customer Service Advisor | * Administration Assistant |

**PROGRAM DETAILS**

**Dates** 9 February 2015 - 6 May 2015 + work experience on program conclusion (60 hours)

**Venue** ET Australia, 123 Donnison Street Gosford NSW 2250

**Training days** 3 days a week (Monday, Tuesday, Wednesday)

**Training hours** 9.30am – 2.30pm

**HOW TO ENROL**

**To register your attendance at the MANDATORY information session please call ET Australia on 4323 1233 or email** [**email@etaustralia.com**](mailto:email@etaustralia.com)

**BENEFITS**

* Linkages to local employment opportunities
* Two weeks work experience included at the completion of the program to provide hands on experience
* All resources are provided – nothing additional to outlay
* Training will be delivered in a simulated business environment
* The 12 units have been selected to provide a broad range of career pathways
* Upon successful completion you will be issued with a nationally recognised qualification BSB30112 Certificate III in Business
* Supportive learning environment
* Linkages with youth and community support services

**PACKAGING RULES**

12 units of competency are required for award of this qualification including:

* 1 core units
* 11 elective units

**UNITS OF STUDY**

BSBWRT301A Write simple documents

BSBITU303A Design and produce text documents

BSBITU304A Produce spreadsheets

BSBWOR301B Organise personal work priorities and development

BSBWHS302A Apply knowledge of WHS legislation in the

workplace

SIRXSLS201 Sell products and services

BSBCUS301B Deliver and monitor a service to customers

BSBCMM301B Process customer complaints

BSBITU302B Create electronic presentations

SIRXCOM101 Communicate in the workplace to support the

team and customer outcomes

SIRXIND101 Work effectively in a customer service

environment

BSBITU307A Develop keyboarding speed and accuracy

**For further information please contact**

**ET Australia 4323 1233 or 1300 852 800**