



# Business Ready Skill Set

State ID: AE137

## About this course

### Be business ready!

Almost every business has an office — and there's no shortage of job opportunities here! From administration work through to customer service, using business technology, dealing with accounts and finances through to digital marketing — you just need to be skills ready!

The *Business Ready* skill set will give you the skills and knowledge required to deliver all aspects of customer service including how to create a relationship with customers, identify their needs, deliver services or products and process customer feedback. You'll also learn how to use business technology and produce business documents, follow work health and safety (WHS) and emergency procedures and instructions, and use computer software and organise electronic information and data.

**If you meet the *fee free* [eligibility criteria](#) for this course, please enrol in the [Business Ready Skill Set \(Fee Free\)](#).**






## Overview

This is a targeted skill set related to the [Skills Ready](#) program, which is aimed at rebuilding our local businesses and communities with free and reduced-price training.

## Semester 2, 2020

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### Halls Creek Campus

-  When: **Complete before 10 December**
-  How: **Distance learning  
Face-to-face classroom/campus delivery**
-  Fee: **Full fee: \$716.05**

### Units

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This is a suggested study plan. North Regional TAFE offers a variety of alternative units, and packaging rules apply to these selections. Your unit options will be discussed with you prior to enrolment.

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### Core

National ID	Unit Title
BSBCUS201	Deliver a service to customers
BSBITU211	Produce digital text documents
BSBWHS201	Contribute to health and safety of self and others
BSBWOR202	Organise and complete daily work activities
BSBWOR204	Use business technology

### Study pathway

 [Certificate IV in Business](#)

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[Certificate IV in Project Management Practice](#)

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[Certificate IV in Human Resources](#)

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This skill set provides a pathway to a number of nationally recognised qualifications, some of which are half price under the [Lower fees, local skills initiative](#). Find out more by clicking the courses below.