



Business Ready Skill Set (Fee Free)

State ID: AE149

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 do not meet the [fee free eligibility criteria](#) for this course, please enrol in the [Business Ready Skill Set](#).



If you are aged 15—24 years (not at school), receiving the JobSeeker or JobKeeper payment, receiving Youth Allowance, AUSTUDY or ABSTUDY or holding a pensioner concession card, Health Care Card or a Repatriation Health Benefits Card issued by the Department of Veterans' Affairs, or a dependent of persons who are inmates of a custodial institution, you are eligible to enrol for free!



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.

Overview

Semester 2, 2020

Broome Campus



When: **Complete before 10 December**



How: **Distance learning**
Face-to-face classroom/campus delivery



Fee: **Free for eligible students**

Units

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 III in Business](#)

 [Certificate III in Business Administration](#)

 [Certificate III in Information, Digital Media and Technology](#)

 [Certificate III in Tourism](#)

 [Certificate IV in Project Management Practice](#)

 [Certificate IV in Business](#)

 [Certificate IV in Human Resources](#)

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.