



# Social Diversity & Communication Skill Set

State ID: IAB03

## About this course

*Your health and safety is important to us.*

*Spaces are limited in face-to-face classes to adhere to social distancing guidelines. Additional hygiene protocols will be implemented and other controls may apply. Students must follow the directions of the lecturer to ensure the health and safety of all students and teaching staff.*

**The Social Diversity and Communication skill set provides participants with the skills required to work in a socially diverse industry, providing high standards of service and communications to consumers.**

This skill set is the fourth of five short and intensive face to face sessions that contribute to nationally recognised qualification [TLI21616 Certificate II in Warehousing Operations](#).

### On completion, participants will be able to:

- Create relationships with customers, identify their needs and deliver the service or product
- Communicate with customers clearly and concisely using a range of tools and equipment
- Apply cultural awareness and problem solving techniques when working in a socially diverse environment
- Work in accordance with relevant anti-discrimination and equal employment opportunity regulations

## Overview

### Semester 2, 2020

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#### Karratha Campus

-  Duration: **3 Days**
-  When: **17 - 19 November, 2020**
-  How: **Face-to-face classroom delivery**
-  Fee: **Full fee: \$519.65  
Concession: \$178.65**

#### Study pathway

-  [Certificate II in Warehousing Operations](#)
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