



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

Karratha Campus

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

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
TLIE2007	Use communications systems
TLIG2007	Work in a socially diverse environment
TLIK2003	Apply keyboard skills



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Western Australia.*

Study pathway

 [Certificate II in Warehousing Operations](#)



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