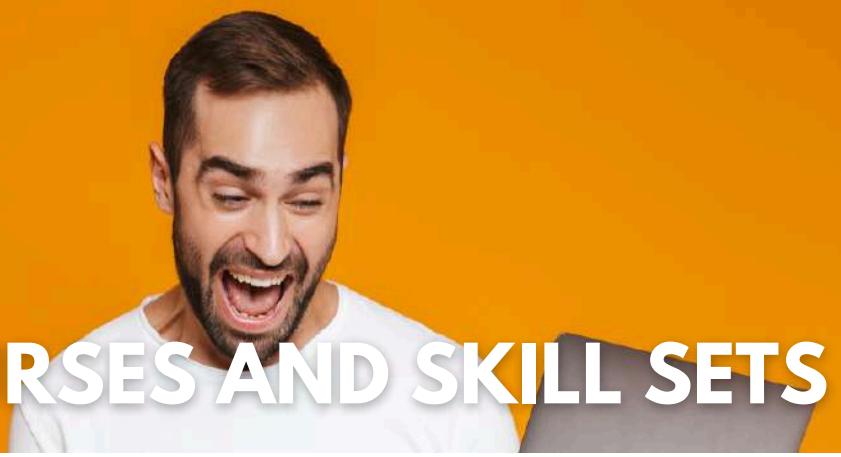

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SHORT COURSES AND SKILL SETS

SUPPORT YOUR CUSTOMERS PATHWAY TO PROGRESS

Students and employment consultants love our nationally recognised short courses, designed as full-time study to meet activity requirements while building confidence and capability. Students gain practical, industry-specific skills to boost employability, while consultants empower clients with the tools to stand out and succeed.

WHAT IS A SKILL SET OR SHORT COURSE?

Think of a skill set or short courses as your personal toolbox for a specific mission. Inside this toolbox, instead of wrenches and screws, you have skills and knowledge that are essential for accomplishing certain tasks or jobs. On training.gov.au, skill sets are well-organised collections of skills acknowledged and valued by both educators and employers across Australia. Our below skillsets are short courses, designed to get you that personal toolbox for that specific mission.

Retail Customer Service Short Course

Dive deep into the world of retail customer service excellence with our comprehensive course. Discover the nuances of creating meaningful customer relationships, maintaining loyalty, and effectively handling any customer difficulties.

Accredited Units:

- SIRXCEG003 Build customer relationships and loyalty
- SIRXCEG002 Assist with customer difficulties

Skill Set Type: Units selected from SIR30216

SKILL SETS & SHORT COURSES

Workplace Heath & Safety Essentials

Step into the essential domain of safety with our specialised course. Designed with the modern workplace in mind, this program brings together vital knowledge and practices to ensure a secure and healthy workplace for both employees and customers.

Accredited Units:

- BSBWHS211 Contribute to the heath and safety of self and others
- SIRXHWB001 Maintain personal health and wellbeing

Skill Set Type: Units selected from SIR30216 & BSB20120

SITSS00078 Customer Service*

Step into the transformative realm of exceptional customer service with our specially curated course. This program is designed to equip individuals with the skills and empathy required to not just meet, but surpass customer expectations in diverse settings with tourism, hospitality, and travel.

Accredited Units:

- SITXCCS014 Provide service to customers*
- SITXCOM007 Show social and cultural* sensitivity

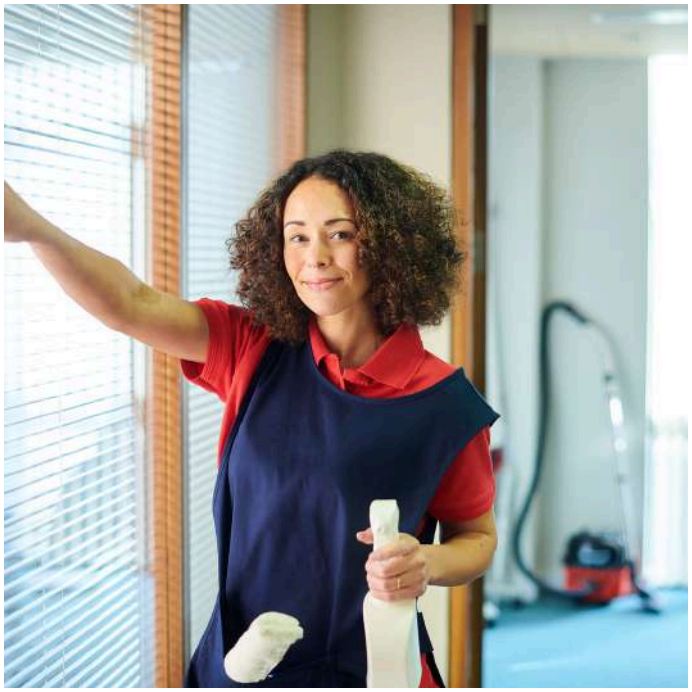
Skill Set Type: National Skill Set

Work Placement: 30 hours

**students will have to source and complete their practical placement as part of this unit.*

SKILL SETS & SHORT COURSES

Clean Amenities Short Course*



Venture into the realm of meticulous cleaning and maintenance with our expertly crafted course. This program ensures participants possess not only the technical know-how, but also the awareness to keep both themselves and others safe while maintaining high standards.

Accredited Units:

- BSBWHS211 Contribute to the health and safety of self and others
- CPPCLO3100 Maintain cleaning storage areas*
- CPPCLO3103 Clean and maintain amenities*

Skill Set Type: Units selected from CPP30321

Work Placement: 30 hours

**students will have to source and complete their practical placement as part of this unit.*

Supply Chain Short Course*

Step into the dynamic world of supply chain operations with our thoughtfully designed course. This program provides participants with the foundational skills and practical knowledge to plan effectively and handle goods with precision, ensuring workplace efficiency and accuracy while adhering to industry standards.

Accredited Units:

- BSBPEF101 Plan and prepare for work readiness
- TLIA0010 Identify goods and store to specifications*

Skill Set Type: Units selected from TLI30325 & BSB20120

Work Placement: 20 hours

**students will have to source and complete their practical placement as part of this unit.*

SKILL SETS & SHORT COURSES

Workplace Inclusivity Short Course

Embark on an enriching journey towards creating workplaces that celebrate diversity, inclusivity, and personal well-being. Our course is meticulously tailored to empower participants with the knowledge and tools required to foster an environment where every individual feels valued and supported.

Accredited Units:

- BSBPEF201 Support personal wellbeing in the workplace
- BSBTWK301 Use inclusive work practices

Skill Set Type: Units selected from BSB30120

Business Admin Excellence Short Course

Embark on a journey to master the intricacies of modern business administration with our specially designed course. Tailored for aspirants seeking a blend of sustainable practices and superior communication skills, this program offers a holistic approach to administration excellence.

Accredited Units:

- BSBXCM301 Engage in workplace communication
- BSBSUS211 Participate in sustainable work practices

Skill Set Type: Units selected from BSB30120

SKILL SETS & SHORT COURSES

Workplace Communication Short Course

Step into the transformative space of effective workplace communication, integrated with a focus on individual wellbeing. Our course is meticulously crafted to enhance interpersonal skills while ensuring every individual thrives in a balanced and harmonious work environment.

Accredited Units:

- BSBXCM301 Engage in workplace communication
- BSBPEF201 Support personal wellbeing in the workplace

Skill Set Type: Units selected from BSB30120

Prepare to Work in Community Services

An induction course in community services. Designed to ignite passion and empower change, this program combines effective communication, cultural respect, and holistic well-being to develop impactful community service professionals.

Accredited Units:

- CHCCOM005 Communicate and work in health or community services
- HLTWHS006 Manage personal stressors in the work environment

Skill Set Type: Units selected from CHC32015

SKILL SETS & SHORT COURSES

Induction to Support Work Short Course

Discover the rewarding world of support work with our Induction to Support Work short course, thoughtfully designed to equip you with the essential skills to work legally, ethically, and foster meaningful social inclusion within diverse communities.

Accredited Units:

- CHCLEG001 Work legally and ethically
- CHCDIS012 Support community participation and social inclusion

Skill Set Type: Units selected from CHC33021

BSBSS00119 Customer Service Skill Set

Venture confidently into the dynamic realm of customer service with our elite training program. Formulated to empower you to handle challenges with finesse and grace, this course equips you with the expertise to not just satisfy customers, but to truly delight and inspire them.

Accredited Units:

- SIRXCEG002 Assist with customer difficulties
- BSBOPS305 Process customer complaints
- BSBOPS304 Deliver and monitor a service to customers
- SIRXPDK001 Advise on products and services

Skill Set Type: National Skill Set

SKILL SETS & SHORT COURSES

SIRSS00022 Manage Disrespectful, Aggressive or Abusive Customers

Step into the fast-paced world of retail. Designed to empower you with practical customer service skills, this program equips you to handle real-world interactions with confidence, and a touch of flair. Become the team member who not only supports customers, but leaves a lasting impression.

Accredited Units:

- SIRXCEG008 Manage disrespectful, aggressive or abusive customers

Skill Set Type: National Skill Set

CSCSS00009 Professional Wellbeing and Resilience Skill Set

Strengthen your mindset and elevate your resilience with this skill set. Designed to help you navigate pressure with clarity and composure, this course equips you with practical strategies to maintain wellbeing, manage stress, and thrive in demanding environments. Build the confidence and resilience to perform at your best every day.

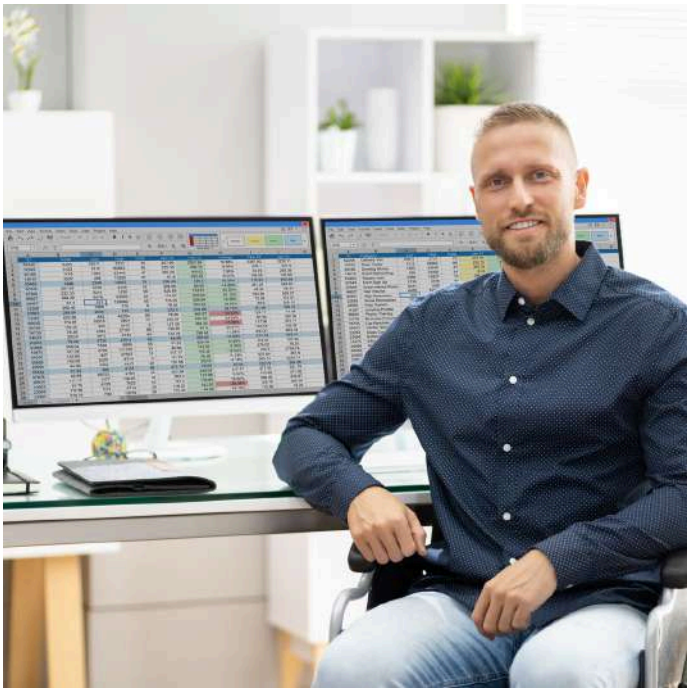
Accredited Units:

- HLTWHS006 Manage personal stressors in the work environment

Skill Set Type: National Skill Set

SKILL SETS & SHORT COURSES

BSBSS00112 Workplace Technology Skill Set



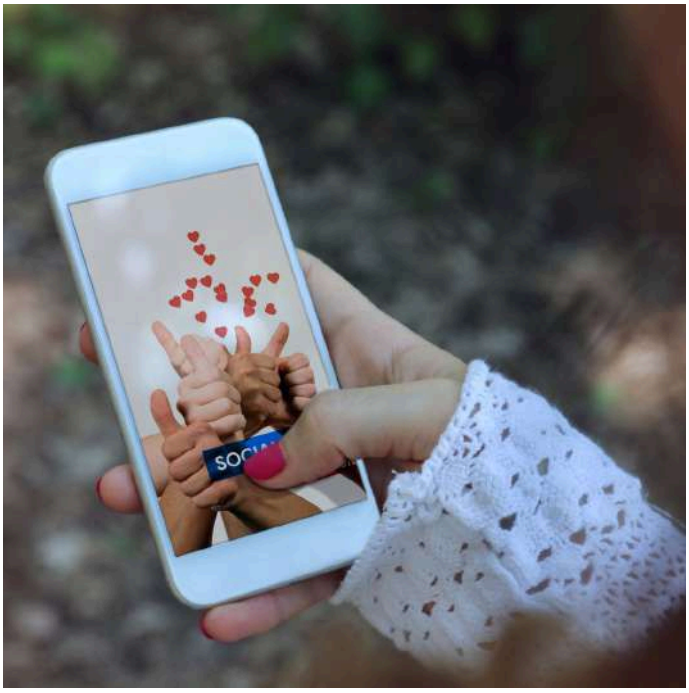
Build confidence in today's digital workplace. This skill set equips you with practical skills to use workplace technology effectively, manage digital information, and collaborate with ease. Work smarter, adapt faster, and stay capable in a technology-driven environment.

Accredited Units:

- BSBTEC203 Research using the internet
- BSBTEC302 Design and produce spreadsheets
- BSBTEC303 Create electronic presentations
- BSBTEC301 Design and produce business documents

Skill Set Type: National Skill Set

SIRSS00018 Understand the use of social media for business purposes



Build confidence to use social media effectively for business across a range of industries. Learn how to identify appropriate online platforms, support organisational goals, and apply ethical and professional standards when engaging online in the workplace.

Accredited Units:

- SIRXOSM001 Identify and review social media and online platforms for organisational use
- SIRXOSM002 Maintain ethical and professional standards when using social media and online platforms

Skill Set Type: National Skill Set

SKILL SETS & SHORT COURSES

CHCSS00129 Individual Support - Ageing*

Build confidence to support older people with dignity and care. This skill set provides practical, job-ready skills to deliver individualised, person-centred support in aged care and community settings, including supporting people living with dementia, empowering independence and choice.

Accredited Units:

- CHCAGE011 Provide support to people living with dementia
- CHCAGE013 Work effectively in aged care
- CHCCCS038 Facilitate the empowerment of people receiving support
- CHCCCS031 Provide individualised support
- CHCPAL003 Deliver care services using a palliative approach

Skill Set Type: National Skill Set

Work Placement: 30 hours

CHCSS00130 Individual Support – Disability*

Develop the skills to empower individuals, support community participation and social inclusion, and work effectively using a strengths-based approach in disability support roles.

Accredited Units:

- CHCCCS038 Facilitate the empowerment of people receiving support
- CHCDIS011 Contribute to ongoing skills development using a strengths-based approach
- CHCDIS012 Support community participation and social inclusion
- CHCDIS020 Work effectively in disability support

Skill Set Type: National Skill Set

Work Placement: 30 hours