



# SUMMER SKILLS



## Stepping Out Stepping In Program

A little anxious and excited about **Stepping Out** of school and **Stepping In** to the working world? Why not tune up and prepare with a few short sharp courses to get you ready and begin adding qualifications to your resume?

Aged Care .....	2 >
Business .....	3-5 >
Childcare .....	6 >
Disability .....	6 >
Community Services...	6 >
Employability .....	7-8 >
Leisure .....	8 >
Retail .....	9 >
Training .....	9 >

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## Aged Care

### Assist Clients with Medication Skill Set

Are you working in an entry-level care or support role and wish to build on the skills you acquired from your work, or looking to formalise those skills? This course will help show your value to prospective employers by providing you with the additional skills and knowledge needed to qualify for supervisory roles, and also to provide care to people with more complex requirements.

HLTAAP001 Recognise healthy body systems  
HLTHPS006\* Assist clients with medication

### Chronic Disease Self-Management

If you plan to work in the Health or Aged Care industry, this course is designed to provide you with the skills and knowledge to assess and support an individual with a chronic disease. You'll be learning a broad range of topics such as assessing risk factors, readiness for change as well as key health behaviours, in order to work with both the client and their health professional team to develop an effective chronic disease self-management plan that works best for your clients.

CHCCCS001 Address the needs of people with chronic disease  
CHCCCS023 Support independence and wellbeing

### Entry into Care Roles Skill Set

Australia's Aged care and Disability Support sector has grown rapidly over the past few years, and will only expand further in the coming decades. Demand for skilled workers in this sector is set to increase by more than 100,000 employees in the next five years. If this is where you want to kickstart your career, this course is a great way to start. You'll be equipped with the essential knowledge and skills to help you pivot into entry-level roles within this exciting sector.

CHCCCS015 Provide individualised support  
HLTINF001\* Comply with infection prevention and control policies and procedures  
HLTWHS002\* Follow safe work practices for direct client care

### Individual Support - Ageing Skill Set

This course is highly beneficial if you're interested in pursuing a job in the rapidly expanding Aged Care sector. You'll gain valuable insight into this rewarding industry, and gain the skills and knowledge to be able to effectively support older people in a wide range of personal, community and social-based activities for those still living in the community or in residential aged care. If supporting older people and ensuring they have fulfilling and rewarding lives sounds like something you'd love to do, this course is for you.

CHCAGE001\* Facilitate the empowerment of older people  
CHCAGE005\* Provide support to people living with dementia  
CHCCCS011\* Meet personal support needs

### Infection control Skill Set

If you plan to work in the Health and Direct Client care sectors, this course will provide you with the fundamental skills to follow and uphold organisational infection prevention and control procedures, including implementing industry-standard and transmission-based precautions and responding to COVID-19 and other infection risks.

HLTINF001\* Comply with infection prevention and control policies and procedures

### Palliative Approach Skill Set

If you're looking into a future job in a Care or Support role in the Community Services or Health sector, and wish to gain the necessary tools, knowledge and skills to support people who require palliative care, this is the course you need. This course will equip you with essential training in grief and loss support, as well as how to deliver care services using a palliative approach to your future clients.

CHCCCS017 Provide loss and grief support  
CHCPAL001 Deliver care services using a palliative approach

### Statement of Attainment in Individual Support (Home and Community Care) #2

This course will introduce you to the thriving Home and Community Care Services sector, with a focus on techniques to communicate and work effectively in Health and Community services, uphold legal and ethical best practices, and more. Enrol in this course if you'd like to work in the Health and/or Home and Community Care industry.

CHCCOM005 Communicate and work in health or community services  
CHCLEG001 Work legally and ethically

### Cross-Sector Infection Control Skill Set

This fee-free Infection Control course is designed to equip you for customer-facing roles with the skills to limit infection in any workplace. There's much more to infection control than washing your hands and wiping down surfaces. You'll learn all the correct hand hygiene practices, highly effective surface cleaning techniques, the use of personal protective equipment, hazard identification, control and reporting, and more.

BSBWHS332X Apply infection prevention and control procedures to own work activities



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## Business

### Statement of Attainment in Accounting

#### (Financial Transactions/Interim Reports and Administer Subsidiary Accounts/Ledgers)

This course is perfect for those who want to master accounting fundamentals. You will learn essential accounting techniques, including preparing routine financial documents and journal entries, posting journal entries to ledgers, producing interim financial reports, and more.

FNSACC311 Process financial transactions and extract interim reports

FNSACC312 Administer subsidiary accounts and ledgers

### Statement of Attainment in Business

If you're keen on getting a Business-oriented job in the future, spreadsheets will be an essential part of your working life. Whether you're running your own business, or work as an administrative or supporting role within an office environment, knowing how to create, use, and understand spreadsheets will make your life much easier. This course will teach you the basics on how to design, produce, and format spreadsheets effectively.

BSBTEC302 Design and produce spreadsheets

### Statement of Attainment in Business

#### (Customer Engagement)

This is the go-to course for any student who wishes to excel in their first Retail job. You'll learn strategies and techniques to best engage with customers, to deliver excellent customer service and maintain a high quality of customer service, to support your own and others' wellbeing and safety in the workplace, and much more.

BSBOPS202 Engage with customers

BSBOPS304 Deliver & monitor a service to customers

BSBPEF201 Support personal wellbeing in the workplace

BSBTWK301 Use inclusive work practices

BSBWHS211 Contribute to the health and safety of self and others

### Statement of Attainment in Business

#### (Deliver/Monitor Service, Organise Personal Work Priorities and Use Digital Technologies to Communicate)

This course will guide you through some of the core skills to succeed in your first Business role. You'll learn how to deliver excellent customer service, how to organise work schedules and priorities, as well as how to effectively use digital tools to communicate with your team and customers.

BSBOPS304 Deliver & monitor a service to customers

BSBPEF301 Organise personal work priorities

BSBTEC202 Use digital technologies to communicate in a work environment

### Statement of Attainment in Business

#### (Organise Schedules, Electronic Presentations, Design/Produce Digital Text Documents and Spreadsheets)

The skills taught in this course will help you thrive in your first office job, and gain more confidence in navigating the workplace. You'll be familiarised with the step-by-step process of organising staff working schedules and appointments, how to create effective electronic presentations for work, how to produce clean and well-formatted workplace documents, and more.

BSBADM307 Organise schedules

BSBTEC303 Create electronic presentations

BSBTEC301 Design and produce digital text documents

BSBTEC302 Design and produce spreadsheets

### Statement of Attainment in Business

#### (Promote Innovation)

If you want to grow in your profession and become a good team leader, knowing how to identify, encourage, and promote innovation within your team and working environment is essential. This course will teach you how to foster an environment within your team or workplace that is conducive to and supportive of innovation.

BSBSTRA401 Promote innovation in team environments

### Statement of Attainment in Business

#### (Small Business Planning)

Planning to start your own business? This course can help you with the early stages of planning and strategising, so you don't feel so overwhelmed. You'll be guided through the techniques and best practices of how to plan, make short-term and long-term goals for your small business, and how to get the ball rolling from there.

BSBESB401 Research and Develop Business Plans

### Statement of Attainment in Business

#### (Use Social Media to Engage Customers)

This course is perfect for those who want to apply for Marketing roles, or even start their own business. You'll learn how to use social media tools to build your brand, engage with customers and grow an online following.

SIRXMKT002 Use social media to engage customers

### Statement of Attainment in Business

#### (Work Effectively with Diversity and Organise Personal Work Priorities/Development)

If you plan to apply for your first role, be prepared to work alongside a lot of new people from different backgrounds, which can be challenging for many. This course will help you navigate this process with confidence, grace, and ease. You'll learn the best practices to interact and connect with people from different cultural and social backgrounds, as well as techniques on how to organise your work priorities to achieve your career goals.

BSBTWK301 Use inclusive work practices

BSBPEF301 Organise personal work priorities

### Statement of Attainment in Business

#### (Work Effectively with Diversity)

This course will equip you with the skills and knowledge needed to identify and work effectively with diversity in the workplace. You'll gain familiarity with appropriate responses to, and interactions with, all manners of social, cultural, and other types of diversity that you might encounter during your working life. This course can apply to any professional contexts where you will be expected to interact with a diverse client and/or co-workers and management teams. You'll also learn the skills to provide leadership and guidance to others in your team.

BSBTWK301 Use inclusive work practices

### Statement of Attainment in Business

#### (Workplace Communication and Inclusive Work Practices)

If you plan to apply for your first role soon, there are a few things you'd want to keep in mind to ensure a smooth and productive working environment. This course will help you understand what inclusive work practices are, and how you can apply them to your future roles. You'll also learn how to communicate effectively with your team, regardless of differences in cultural backgrounds.

BSBTWK301 Use inclusive work practices

BSBXCM301 Engage in workplace communication

### Statement of Attainment in Business

#### Administration #2

Stand out to employers when applying for Business Administration roles with this course, where you'll learn how to maintain high standards of customer service, ensure health and safety standards within the working environment, organise daily work priorities and achieve your professional goals.

BSBOPS203 Deliver a service to customers

BSBWHS211 Contribute to health and safety of self and others

BSBPEF202 Plan and apply time management





## Business

### Statement of Attainment in Business Administration #3

The skills taught in this course will help you gain more confidence in navigating your first office role. You'll learn how to organise staff schedules and meetings, how to design and format clean work documents, and how to communicate effectively with your co-workers and employer.

BSBADM307 Organise schedules

BSBTEC301 Design and produce digital text documents

BSBXCM301 Engage in workplace communication

### Statement of Attainment in Business Administration

#### (Create/Use Spreadsheets, Electronic Presentations and Digital Text Documents)

Brush up your digital skills to get ready for the workplace! This course will walk you through the step-by-step process of how to create effective electronic presentations, how to produce well-formatted text documents, and how to design and use spreadsheets for your day-to-day working life.

BSBTEC201 Use business software applications

BSBTEC303 Create electronic presentations

### Statement of Attainment in Business Administration

#### (Deliver/Monitor Service to Customers, Produce Digital Text Documents and WHS)

This course is perfect for those considering a role in Business Administration, or generally want to feel more confident in the workplace. You will learn how to uphold customer services standards, by picking up techniques to deliver excellent customer service. You'll also gain essential skills in producing simple and effective work-related text documents, and more.

BSBOPS304 Deliver and monitor a service to customers

BSBTEC201 Use business software applications

BSBWHS211 Contribute to health and safety of self and others

### Statement of Attainment in Business Administration

#### (Design and Produce Presentations, Documents and Spreadsheets)

This course is ideal for those who want to work in an office environment. You will develop your skills and knowledge in working effectively in a business setting, how to create effective electronic presentations, how to write and format simple but straight-forward text documents, how to design and produce worksheets, and much more.

BSBTEC303 Create electronic presentations

BSBTEC301 Design and produce digital text documents

BSBTEC302 Design and produce spreadsheets

BSBWRT311 Write simple documents

### Statement of Attainment in Business Administration

#### (Electronic Presentation, Design/Produce Digital Text Documents and Spreadsheets)

Brush up your digital skills to get ready for the workplace! This course will walk you through the step-by-step process of how to create effective electronic presentations, how to produce well-formatted text documents, and how to design and use spreadsheets for your day-to-day working life.

BSBTEC303 Create electronic presentations

BSBTEC301 Design and produce digital text documents

BSBTEC302 Design and produce spreadsheets

### Statement of Attainment in Business Administration

#### (Essential Skills)

This course is ideal for students who want to apply for Business Administration roles. You'll learn how to communicate remotely with your team effectively via digital technologies, as well as how to produce and format work-related digital text documents.

BSBTEC202 Use digital technologies to communicate in a work environment

BSBTEC301 Design and produce digital text documents

### Statement of Attainment in Business Administration

#### (Essentials)

This course is perfect if you want to learn some essential skills for a future role in Business Administration. You will learn how to produce a wide range of digital documents and media for work purposes, including text documents, electronic presentations, and spreadsheets.

BSBTEC301 Design and produce business documents

BSBTEC301 Produce desktop published documents

BSBTEC303 Create electronic presentations

BSBTEC302 Design and produce spreadsheets

### Statement of Attainment in Business Administration

#### (Process Customer Complaints and Deliver/Monitor Service to Customers)

Dealing with customers is an essential part of the job if you're planning to work in Business or Retail environments. This course will help guide you through this challenging process, and provide you with the knowledge and tools needed to handle and process customer complaints, while delivering top-notch customer service and creating a good impression.

BSBCMM301 Process customer complaints

BSBOPS304 Deliver and monitor a service to customers





## Business

### Statement of Attainment in Business Administration Skills

This course is ideal if you want to learn some basic but essential skills for a future role in Business Administration. You will learn how to organise staff schedules and appointments, create effective presentations for the workplace and design and produce well-formatted digital documents for work purposes.

BSBADM307 Organise schedules  
BSBTEC301 Create electronic presentations  
BSBTEC301 Design and produce digital text documents

### Statement of Attainment in Business Presentations

Impress future co-workers and clients with dazzling electronic presentations and your public presentation skills! This course will help you develop skills in preparing and delivering effective public presentations (such as marketing, training or promotional presentations) and learn how to design and produce engaging electronic slideshows to support your presentation.

BSBCMM411 Make presentations  
BSBTEC303 Create electronic presentations

### Statement of Attainment in Communication Services #1

This course is ideal for those looking at applying for entry Retail roles. You'll gain the knowledge and skills to engage with customers, uphold a high quality of customer service and interact effectively with your team and co-workers. The skills gained in this role will help you stand out to future employers.

BSBOPS202 Engage with customers  
BSBTWK201 Work effectively with others

### Statement of Attainment in Computing Skills

This course is designed to help you brush up on essential computing skills, to be used in professional settings or your day-to-day life. You'll gain familiarity to tools such as Microsoft Word and Excel, learn to complete work tasks using these softwares, and be ready to expand your skillset with further business administration study.

BSBTEC201 Use business software applications  
BSBTEC301 Design and produce digital text documents  
BSBWHS211 Contribute to health and safety of self and others

### Statement of Attainment in Office Application Suite

If you wish to work in a business environment, a basic understanding of Word and PowerPoint is essential. Employers across many industries and fields expect job seekers to have fundamental Microsoft Office skills. This course is a hands-on program that will give you the confidence and skills to use both Word and PowerPoint effectively in a work environment.

BSBTEC301 Design and produce business documents  
BSBTEC301 Produce desktop published documents  
BSBTEC302 Design and produce spreadsheets  
BSBTEC303 Create electronic presentations

### Statement of Attainment in Office Entry Skills

Want to thrive in an office environment? This course is ideal if you are thinking about growing your basic business skills to increase your confidence in navigating the office environment. You will develop your skills and knowledge in working effectively in a business setting, how to use technology to communicate with your team remotely, word processing techniques, and more.

BSBOPS201 Work effectively in business environments  
BSBTEC202 Use digital technologies to communicate in a work environment  
BSBTEC301 Design and produce digital text documents  
BSBTEC201 Use business software applications

### Statement of attainment in Office Ready Skills

This course is ideal if you are thinking about developing your basic business skills to feel more confident about working in an office environment. You will learn the techniques to hone your skills in customer services, organising schedules, designing spreadsheets, and producing work documents, in order to help you meet your business goals across a broad range of industries.

BSBADM307 Organise schedules  
BSBOPS304 Deliver and monitor a service to customers  
BSBTEC302 Design and produce spreadsheets  
BSBWRT311 Write simple documents



**CALL TO REGISTER YOUR INTEREST IN THESE NATIONALLY RECOGNISED TRAINING COURSES.**  
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## Childcare

### Child Protection

If you aim to work in a health or community-related job that provides services to children and young people, then this course is for you. This course will teach you the skills and knowledge required to support and protect at-risk children and young people. Not only will you learn how to identify signs of abuse or neglect, but also how to support child-focused best practices to uphold children's rights. You'll also learn valuable ethical and nurturing practices, and how to observe professional boundaries when working with children and young people.

CHCPRT001\* Identify and respond to children and young people at risk

CHCPRT002\* Support the rights and safety of children and young people

CHCPRT003\* Work collaboratively to maintain an environment safe for children and young people

### Statement of Attainment in Early Childhood Education and Care

#### (Personal Work Priority/Development, Health/Safety of Children, Provide Healthy Food/ Drink and WHS)

If you're interested in a career in education and enjoy working with young children, this course is for you. You will learn the foundational skills and knowledge to encourage children's connections with their environment, focusing on practical and sustainable techniques. You will also learn about the best practices within Early Education and Care, and the importance of children's learning and wellbeing in those early, formative years.

BSBPEF301 Organise personal work priorities

CHCECE031 Support children's health, safety and wellbeing

HLTWHS001\* Participate in workplace health and safety

### Statement of Attainment in Early Childhood Education and Care

#### (Support Behaviour of Children/Young People, Identify/Respond to Children/Young People at Risk and WHS)

This course is ideal for those who are seeking an entry into a career in Early Childhood Education and Care. You'll learn how to support children and young people in their learning and development, how to identify signs of abuse or neglect, and interact with at-risk children, and much more.

CHCECE033 Develop positive and respectful relationships with children

CHCPRT001\* Identify and respond to children and young people at risk

HLTWHS001\* Participate in workplace health and safety



## Disability

### Individual Support - Disability Skill Set

This course will be a great investment if you are planning to work in a Care or Support role, and want to develop your skills further and stand out to potential employers. You'll be learning how to provide person-centred support to people with a disability in various residential and social settings. This course will help increase your range of job and career options, with a greater focus on disability care.

CHCDIS001 Contribute to ongoing skills development using a strengths-based approach

CHCDIS002 Follow established person-centred behaviour supports

CHCDIS003 Support community participation and social inclusion

CHCDIS007 Facilitate the empowerment of people with a disability

### Induction to Disability

If you are passionate about helping with people with disabilities, want a fulfilling career, and want to make a difference to the quality of a person's life, this course is designed for you. The rapid growth of the Disability Sector within the Community Services Industry has created many promising career opportunities, and this course will not only give you valuable exposure to the sector, but also insight into the National Disability Insurance Scheme (NDIS), as well as the career paths you can take.

CHCCCS015 Provide individualised support

CHCCOM005 Communicate and work in health or community services

CHCDIS007 Facilitate the empowerment of people with disability

HLTWHS002\* Follow safe work practices for direct client care

### Statement of Attainment in Disability Care (Pre-Vocational Skills)

If you'd like to pursue a fulfilling career with great benefits, consider the Disability Support sector as your way to go. This course will go far in helping you familiarise yourself with the challenges as well as the rewards associated with aiding those with disabilities. You will learn how to support the empowerment of people with disabilities, and deliver rights-based services using a person-centred approach. You'll also learn the skills and knowledge required to organise, provide and monitor support services for people with disabilities.

CHCCCS015 Provide individualised support

CHCCOM005 Communicate and work in health or community services

CHCDIS002 Follow established person-centred behaviour supports

HLTWHS002\* Follow safe work practices for direct client care



## Community Services

### Statement of Attainment in Cultural Diversity

If you're aiming for a job in the Community Services sector, chances are you'll work with people from very different cultural backgrounds. This course provides you with the skills and knowledge to interact with Aboriginal and other diverse groups with integrity and respect, and to work effectively to facilitate community development, as well as to promote decision-making by Aboriginal peoples and other culturally diverse groups. You'll be taught practical applications in a workplace, academic or community context, which will help you with careers in both government and non-government organisations.

CHCDIV001 Work with diverse people

CHCDIV002\* Promote Aboriginal and/or Torres Strait Islander cultural safety



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# Employability

## Statement of Attainment in Civil Construction Foundation Skills

### (Use Digital Technology for Routine/Simple Workplace Tasks, Use Strategies to Identify Job Opportunities/Use Familiar/Simple Metric Measurements and Communication Skills)

This course covers foundational literacy skills and knowledge relevant to identifying job opportunities and working in the construction industry. Subjects include using digital technology and simple metric measurements for workplace tasks and will also touch on oral communication skills required to work in a team.

FSKDIG002 Use digital technology for routine and simple workplace tasks

FSKLRG007 Use strategies to identify job opportunities

FSKNUM009 Use familiar and simple metric measurements for work

FSKOCM006 Use oral communication skills to participate in workplace teams

## Statement of Attainment in Literacy #1

This course will help students with essential numeracy skills for the workplace, including how to estimate, measure, and calculate with routine metric measurements, as well as how to become familiar with handheld calculators for work purposes.

FSKNUM015 Estimate, measure and calculate with routine metric measurements for work

FSKNUM020 Use familiar, routine functions of a calculator for work

## Statement of Attainment in Literacy #2

This course is suitable for students with barriers to learning. Students will learn how to uphold to standard workplace practices, process and respond to simple work-related information, produce simple work documents, and write information for work purposes.

FSKRDG005 Read and respond to simple and familiar workplace procedures

FSKRDG007 Read and respond to simple workplace information

FSKWTG005 Write simple workplace formatted texts

FSKWTG006 Write simple workplace information

## Statement of Attainment in Literacy #3

This course is ideal for students with barriers to learning, who require tutorial support to assist them to complete their vocational or primary qualification. Students will be guided through the process of how to recognise, understand, and respond to routine workplace procedures. Techniques for how to write simple, but effective text documents for work purposes will also be covered.

FSKRDG005 Read and respond to simple and familiar workplace procedures

FSKWTG005 Write simple workplace formatted texts

## Statement of Attainment in Literacy/ Numeracy

Students will learn how to understand and use numbers, simple fractions and percentages for work, perform simple metric measurements, understand and respond to workplace information, and write simple work-related documents.

FSKNUM008 Use whole numbers and simple fractions, decimals and percentages for work

FSKNUM009 Use familiar and simple metric measurements for work

FSKRDG007 Read and respond to simple workplace information

FSKWTG006 Write simple workplace information

## Statement of Attainment in Numeracy

This course is perfect for students with barriers to learning, who wish to enter into the workplace. This course will help students with essential numeracy skills for the workplace, including how to estimate, measure, and calculate with routine metric measurements, as well as how to become familiar with handheld calculators for work purposes.

FSKNUM014 Calculate with whole numbers and familiar fractions, decimals and percentages for work

FSKNUM015 Estimate, measure and calculate with routine metric measurements for work

## Statement of Attainment in Reading and Writing

This course will help students navigate the workplace with more confidence and ease. Students will learn how to understand and respond to work-related visual and graphic texts, process routine workplace information, create simple formatted texts, and write routine text documents.

FSKRDG008 Read and respond to information in routine visual and graphic texts

FSKRDG010 Read and respond to routine workplace information

FSKWTG008 Complete routine workplace formatted texts

FSKWTG009 Write routine workplace texts



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## Employability

### Statement of Attainment in Skills Development Planning

This course is designed to help students with barriers to learning to enter and succeed in the workplace. Students will learn basic but effective communication skills and how to apply them in practical settings. Students will also learn how to assess their own skills and competencies, how to identify areas that need improvement, and ways to develop these areas.

BSBCM101 Apply basic communication skills

BSBPEF101 Plan and prepare for work readiness

### Statement of Attainment in Vocational Pathways

#### (Plan and Prepare for Work Readiness)

This course is designed to help students with barriers to learning to enter and succeed in the workplace. Students will learn how to improve their work readiness by identifying key employable skills and knowledge, techniques on how to plan and map out their career, and how to prepare for their first job.

BSBPEF101 Plan and prepare for work readiness

### Statement of Attainment in Vocational Pathways

#### (Respond to Workplace Problems and Interact Effectively with Others - Current)

This course is ideal for students with barriers to learning, who might require tutor support to assist them to complete their vocational or primary qualification. You will learn how to navigate the workplace, with simple but effective strategies to respond to routine workplace problems, as well as techniques on how to interact with co-workers and work within a team.

FSKLRG009 Use strategies to respond to routine workplace problems

FSKOCM007 Interact effectively with others at work

### Statement of Attainment in Vocational Pathways

#### (Use Digital Technology for Routine/Simple Workplace Tasks, Identify Job Opportunities, Career Planning, Simple Spoken Exchanges and Spoken Interactions at Work)

This course is designed to help students with barriers to learning identify future job opportunities, and participate effectively in a working environment. Students will learn how to use digital technology for routine work tasks, gain strategies for career planning, practice simple spoken exchanges at work, and much more.

FSKDIG002 Use digital technology for routine and simple workplace tasks

FSKLRG007 Use strategies to identify job opportunities

FSKLRG010 Use routine strategies for career planning

FSKOCM002 Engage in short and simple spoken exchanges at work

FSKOCM003 Participate in familiar spoken interactions at work

### Statement of Attainment in Vocational Pathways

#### (Use Digital Technology for Routine/Simple Workplace Tasks, Simple Strategies for Work-related Learning, Read/Respond to Simple Workplace Information and Write Simple Workplace Formatted Texts)

This course is ideal for students with barriers to learning, who require tutorial support to assist them to complete their vocational or primary qualification; or are seeking a pathway to further vocational study or entry-level work. Students will learn how to use common technology for simple work tasks, practical strategies for work-related learning, and more.

FSKDIG002 Use digital technology for routine and simple workplace tasks

FSKLRG008 Use simple strategies for work-related learning

FSKRDG007 Read and respond to simple workplace information

FSKWTG005 Write simple workplace formatted texts



## Leisure

### Induction to Leisure and Health

If you want to step into the fast-growing Leisure and Health industry, this course is for you. You will be learning the essential skills to support people in meeting their leisure and recreational needs, in order to improve the quality of life for individuals who experience barriers to participation in recreation and leisure. Your future clients may include people with disabilities, older people, children, families, corporate organisations, people in respite, and more.

CHCLAH001\* Work effectively in the leisure and health industries

CHCLAH002\* Contribute to leisure and health programming

CHCLAH003\* Participate in the planning, implementation and monitoring of individual leisure and health programs



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## Retail

### Statement of Attainment in Business

#### (Contribute to the Health & Safety of Self/ Others)

This course is ideal for any student who wishes to enter into a Retail or Business role. You'll learn how to ensure and contribute to the health and safety of yourself and your co-workers in the workplace environment.

BSBWHS211 Contribute to the health and safety of self and others

### Statement of Attainment in Business Administration

#### (Controlling Stocks/Supplies and Write Simple Documents)

If you plan to enter into a role that requires you to participate in inventory control, this course is perfect for you. You'll learn how to assist in controlling and monitoring stocks and supplies, as well as how to produce simple, well-formatted documents for work purposes.

BSBMED304 Assist in controlling stocks and supplies  
BSBWRT311 Write simple documents

### Statement of Attainment in Business Administration and Customer Service

Become a stellar Administrative Assistant with this comprehensive course, designed to help you gain an entry into Business Administration roles. You'll learn a wide range of skills to help you succeed in your workplace, including responding to customer complaints, upholding customer services standards, work effectively in a team, and produce various types of documents and media for work purposes.

BSBCMM301 Process customer complaints  
BSBOPS304 Deliver and monitor a service to customers  
BSBTWK301 Use inclusive work practices  
BSBTEC301 Design and produce digital text documents  
BSBWHS211 Contribute to health and safety of self and others  
BSBPEF301 Organise personal work priorities  
BSBWRT311 Write simple documents

### Statement of Attainment in Business Services

Learning how to deal with customers in your first Retail job can be challenging, and that's where this course comes in. You'll learn what best to do when receiving customer complaints, how to deliver and ensure high quality of service to customers, and techniques on how to manage and organise your work priorities to achieve your career goals.

BSBCMM301 Process customer complaints  
BSBOPS304 Deliver and monitor a service to customers  
BSBPEF301 Organise personal work priorities

### Statement of Attainment in Customer Engagement

This course is ideal for helping you develop skills and knowledge to identify customer needs, improve your customer service best practices, and uphold high qualities of customer service in the retail environment. You will learn how to best handle negative feedback and customer complaints, as well as how to use customer service systems and organisational policies to provide technical support to your team.

BSBOPS202 Engage with customers  
BSBCUE205 Prepare for work in a customer engagement environment  
BSBTEC101 Operate digital devices  
BSBWHS211 Contribute to health and safety of self and others

### Statement of Attainment in Customer Service (Business) #2

The tourism, travel and hospitality industries are expecting a post-pandemic boom, and this course is a good investment if you want to enter into these sectors. You'll be equipped with the essential skills needed provide quality customer service when working in any role within these industries, including how to work effectively with diversity in your working environment.

BSBCMM301 Process customer complaints  
BSBOPS304 Deliver and monitor a service to customers  
BSBTWK301 Use inclusive work practices



## Training

### Assessor Skill Set

If you're planning to become a Teacher as a career goal, this course will be a great resource. You'll be guided through the process of planning and producing assessments, as well as how to assess competence, how to validate assessments, and how to design and develop assessment tools.

TAEASS401 Plan assessment activities and processes  
TAEASS402 Assess competence  
TAEASS403 Participate in assessment validation  
TAEASS502 Design and develop assessment tools

### Statement of Attainment in Business (Training and Assessment)

If you like the idea of becoming an Accredited Trainer in your area of expertise, this course is the tool you need. You'll learn the fundamentals of essential administrative skills, as well as how to prepare training packages and accredited courses to meet client needs. You'll also learn how to address skills relating to adult language, literacy and numeracy, for clients with special and specific needs.

BSBTEC201 Use business software applications  
BSBTEC303 Create electronic presentations  
TAEDES401 Design and develop learning programs  
TAEDES402 Use training packages and accredited courses to meet client needs  
TAELLN411 Address adult language, literacy and numeracy skills

### Statement of Attainment in Education

The office can be a challenging place to navigate, but with the right tools, you can gain more confidence in your future workplace, wherever that may be. This course will teach you how to use a word-processing application to produce work documents, as well as the skills and techniques to be effective in your daily work interactions and problem-solving. The skills taught in this course are a vital resource for all who wish to pursue employment or further vocational study.

BSBWRT311 Write simple documents  
FSKLGR009 Use strategies to respond to routine workplace problems  
FSKOCM007 Interact effectively with others at work



CALL TO REGISTER YOUR INTEREST IN THESE NATIONALLY RECOGNISED TRAINING COURSES.  
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# Online Self Directed Courses

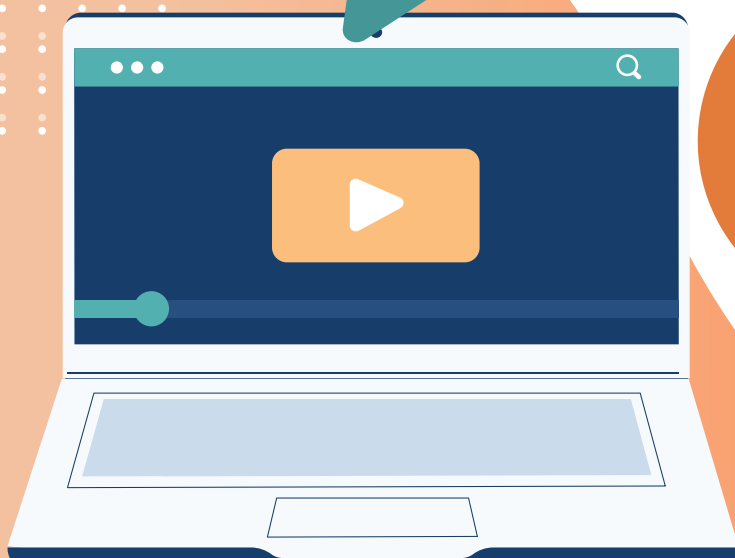
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