



Need new skills to get a job?

Now's the time to get skills ready with **fee-free*** training!

Youth, concession students and displaced workers pay nothing - that's no course or resource fees - for the WA Government's new **FREE** job ready skill sets. **Get skills ready – enrol now!**

BUSINESS READY SKILL SET

Overview

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.

The Business Ready skill set will prepare you for an entry level business administration role across a range of industry sectors.

Further study options

The units in this skill set may lead to the qualifications listed below and other qualifications that allow selection of these units.

Half price courses†:

- » Certificate IV in Business
- » Certificate IV in Project Management Practice
- » Certificate IV in Human Resources

Other courses:

- » Certificate II in Business
- » Certificate II in Community Services
- » Certificate II in Financial Services
- » Certificate II in Customer Engagement
- » Certificate II in Business

**LOWER FEES
LOCAL SKILLS**

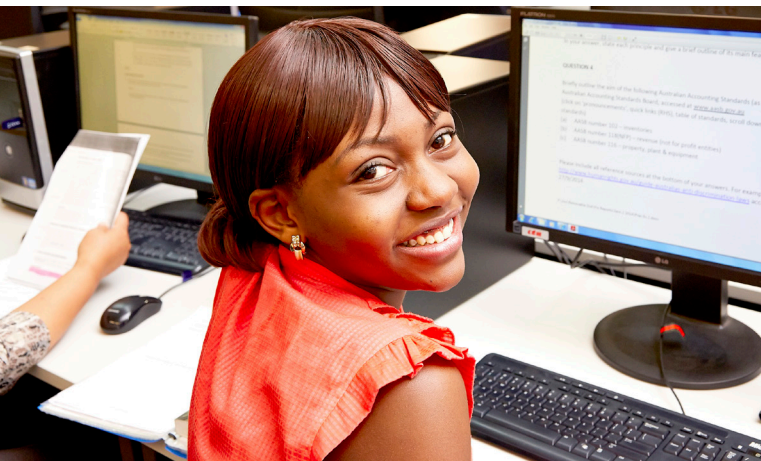
†Eligibility requirements apply. Talk to your training provider or local Jobs and Skills Centre.

How to enrol

Visit jobsandskills.wa.gov.au/skillsready for a list of training providers approved to deliver this skill set, or alternatively visit your local Jobs and Skills Centre or contact them on 13 64 64.

For more information

Check out the Frequently Asked Questions under the 'Skills Ready' section of the Jobs and Skills WA website.



**Eligibility requirements apply.*



Call your local Jobs and Skills Centre on **13 64 64** for more information or visit jobsandskills.wa.gov.au/skillsready

Units of competency

Unit code	Unit title
BSBCUS201	Deliver a service to customers
BSBITU211	Produce digital text documents
BSBWHS201	Contribute to health and safety of others
BSBWOR202	Organise and complete daily work activities
BSBWOR204	Use business technology

Eligibility criteria

Students who meet one or more of the following eligibility requirements will be eligible for fee free (course and resource fee) training.

Eligibility requirements	Evidence of eligibility
Persons aged 15–24 years at the time of enrolment (excluding school students).	» Present current driver's license, birth certificate or similar.
Secondary school-aged persons who are not enrolled at school.	
Persons receiving the JobSeeker or JobKeeper payment.	» Evidence or advice from Centrelink that they are in receipt of Jobseeker payments or equivalent. » Notification or advice from their employer that their employer is eligible for and receiving the JobKeeper payment.
Persons and dependents of persons receiving the Youth Allowance, AUSTUDY or ABSTUDY.	
Persons and dependents of persons holding: » a Pensioner Concession Card or Health Care Card; or » a Repatriation Health Benefits Card issued by the Department of Veterans' Affairs.	» Present valid card.
Dependents of persons who are inmates of a custodial institution.	» Present evidence to show that the student is the dependent of an inmate and identify the relationship between the two.

Students who do not meet one or more of the criteria listed above are able to enrol in the skill sets and pay the applicable course and resource fees in accordance with the Department of Training and Workforce Development's current Fees and Charges Policy, available at dtwd.wa.gov.au.

Current at 16 July 2020