



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. **Get skills ready — enrol now!**

BUSINESS READY SKILL SET

State ID: AE378

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

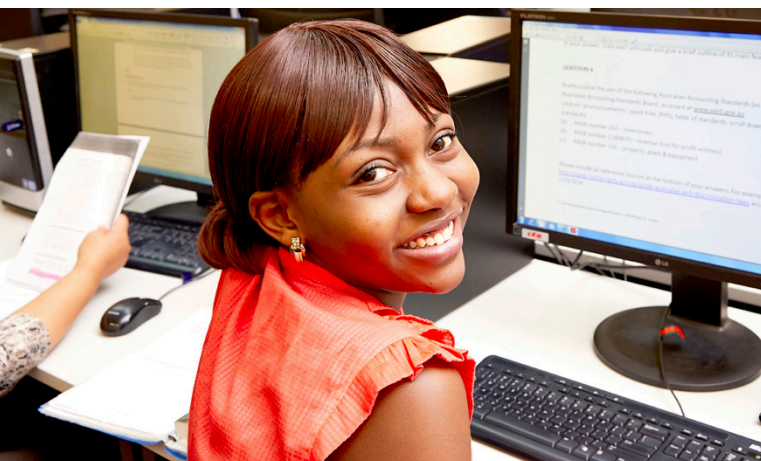
Visit jobsandskills.wa.gov.au/skillsready for a list of training providers approved to deliver this skill set, or alternatively visit your local Jobs and Skills Centre or contact them on 13 64 64.

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.
Persons and dependants of persons receiving JobKeeper payments.	» A statutory declaration from an employer confirming they are in receipt of JobKeeper payments for the student.
Persons and dependants of persons receiving the Youth Allowance, AUSTUDY or ABSTUDY.	» Evidence or advice from Centrelink.
Persons and dependants of persons holding: » a Pensioner Concession Card; » a Health Care Card; or » a Repatriation Health Benefits Card issued by the Department of Veterans' Affairs.	» Present valid card.
Persons and dependants of persons in receipt of services from the following Commonwealth support or employment services programs: » Jobactive; » Online Employment Services; or » ParentsNext.	» A letter from the Commonwealth services provider confirming the student's participation in the program.
Dependants of persons who are inmates of a custodial institution.	» Present evidence to show that the student is the dependant 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.

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Current at 28 January 2021