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Workforce Australia Skill sets

NATIONALLY RECOGNISED TRAINING

Meeting participant activity needs

Skill sets are nationally recognised short courses, designed by *alffie*, that provide participants with the opportunity to develop industry knowledge, gain practical experience and prepare them for work.

What are skill sets?

Skill sets are short courses, made up of a series of related units taken from nationally recognised accredited training courses. *

*recognised by Training.gov.au.

Why choose a nationally accredited skill set?

Accredited skill sets have been developed and endorsed by industry Skills Service Organisations. A nationally accredited skill set reflects employer and student needs, both now and in the future.

How do skill sets help participants?

alffie's skill sets help participants meet their Workforce Australia requirements, and help participants to:

✓ Gain a nationally recognised training certificate or Statement of Attainment

✓ Get job ready

✓ Develop their digital literacy.

Students who decide to continue studying will be able to apply for credit transfers in other nationally recognised courses for units of competency they have successfully met all assessment requirements for.

Duration of the course

alffie's skill sets run over 8 weeks and meet approved activity requirements.

Participants can use training to meet their Workforce Australia requirements if their selected course is defined as full-time by their training provider. *alffie's* Skill Sets are defined as full-time.

Our skill set courses can be scheduled to meet Workforce Australia guidelines.

How does this assist Employment consultants?

Skill sets are offered through *alffie's* highly adaptable learning platform, which includes:

✓ Customisable reporting suites

✓ Tailored engagement and monitoring solutions

✓ Participation and attendance records

✓ Detailed reporting on labour market demands

✓ Tracking of participant completion

✓ Monitoring of performance drivers

✓ Our team of passionate trainers and mentors, who will be there to support students through each step of their journey.

Using *alffie*, employment consultants will be able to ensure their participants:

✓ Study in a field relevant to their personal circumstances and interests

✓ Obtain credentials in an industry relevant to their future career aspirations

✓ Meet DESE compliance requirements.

Contact your *alffie* Relationship Development Manager for more information.

alffie's Skill Sets

We offer skill sets across a range of industries and in the following areas of study:

BSBSS00119 – Customer Service Skill Set

This skill set addresses the skills and knowledge to provide customer service for an organisation. These units of competency meet industry requirements for individuals who are required to assist and provide service to customers for an organisation.

The following units of competency are included in this skill set:

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

For more information on this skill set, visit:
training.gov.au/Training/Details/BSBSS00119

BSB30120 - Certificate III in Business (Records and Information Management) Skill Set

This skill set focuses on how to organise workplace information, maintain records and retrieve information from records within a workplace setting. On completion of this course, students will receive a Statement of Attainment for successfully completed units from BSB30120 - Certificate III in Business (Records and Information Management).

The following units of competency are included in this skill set:

- BSBINS302 Organise workplace information
- BSBINS308 Control records
- BSBINS307 Retrieve information from records
- BSBINS309 Maintain business records

These units have been selected from the core units in BSB30120 - Certificate III in Business (Records and Information Management).

For more information on this skill set, visit:
training.gov.au/Training/Details/BSB30120
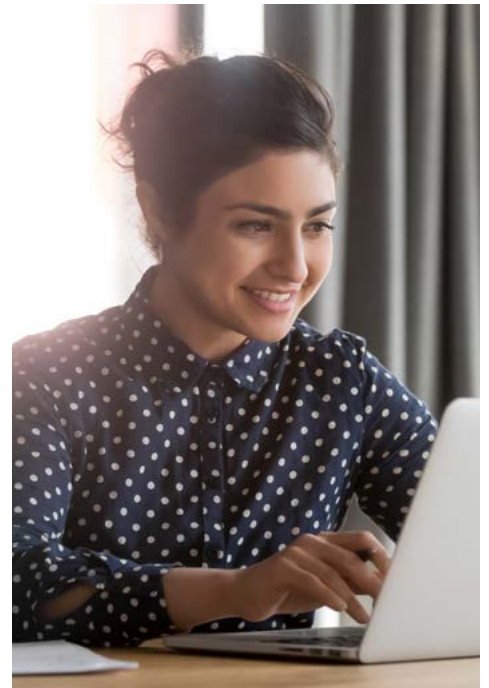
CHCSS00081 – Induction to Disability*

This skill set reflects the skill requirements for supporting people with disability. It provides a set of skills to support the induction of new workers into a variety of roles supporting people with disability.

The following units of competency are included in this skill set:

- CHCDIS007 Facilitate the empowerment of people with disability
- CHCCCS015 Provide individualised support
- CHCCOM005 Communicate and work in health and community services
- HLTWHS002 Follow safe work practices for direct client care

For more information on this skill set, visit:
training.gov.au/Training/Details/CHCSS00081

Students will be required to source and complete their work placement as part of this course.

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Skill Sets course guide

CHCSS00114 – Entry into Care Roles Skill Set*

This skill set addresses the skills and knowledge required to provide entry level support for basic client care for a range of roles and purposes required within the aged care and disability support sectors. The support provided in client care will be predominantly non-direct, with some basic direct client care, in order to maintain the safety of both the learner and client in care.

The following units of competency are included in this skill set:

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

For more information on this skill set, visit:
training.gov.au/Training/Details/CHCSS00114

CHCSS00088 – Induction*

This skill set reflects the skill requirements for people entering the health and community services sector. It provides a set of skills to support the induction of new workers into a variety of roles. Work is supervised and may involve working directly or indirectly with clients.

The following units of competency are included in this skill set:

- CHCCOM005 Communicate and work in health or community services
- CHCDIV001 Work with diverse people
- HLTWHS002 Follow safe work practices for direct client care
- HLTWHS006 Manage personal stressors in the work environment

For more information on this skill set, visit:
training.gov.au/Training/Details/CHCSS00088

CPP30316 - Certificate III in Cleaning Operations (Clean residential work sites Skill Set)*

This course reflects the role of cleaners responsible for cleaning commonly found rooms in residential work sites according to client requirements. It includes working alone or in remote areas in line with privacy requirements, and while maintaining own safety. On completion of this course students will receive a Statement of Attainment for successfully completed units from CPP30316 - Certificate III in Cleaning Operations.

The following units of competency are included in this skill set:

- CPPCLO3005 Confirm and apply privacy and security requirements for cleaning work
- CPPCLO3017 Clean wet areas
- CPPCLO3018 Clean and maintain furniture and fittings
- CPPCMN3006 Provide effective client service

For more information on this skill set, visit:
training.gov.au/Training/Details/CPP30316

Students will be required to source and complete their work placement as part of this course.

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Skill Sets course guide

CPP30316 – Certificate III in Cleaning Operations (Induct cleaning staff Skill Set)*

This course reflects the role of cleaners responsible for cleaning activities in a new work site or for a new employer. It covers applying safety, privacy and security requirements for different work sites, and maintaining storage areas that house a range of chemicals and equipment. On completion of this course students will receive a Statement of Attainment for successfully completed units from CPP30316 - Certificate III in Cleaning Operations.

The following units of competency are included in this skill set:

- CPPCLO3003 Clean using safe work practices
- CPPCLO3005 Confirm and apply privacy and security requirements for cleaning work
- CPPCLO3035 Maintain cleaning storage areas

For more information on this skill set, visit:
training.gov.au/Training/Details/CPP30316

CPP30316 – Certificate III in Cleaning Operations (Perform environmentally sustainable cleaning operations Skill Set)*

This course reflects the role of cleaners responsible for undertaking cleaning tasks using environmentally sustainable work practices. It includes cleaning and handling waste, some of which may be recyclable. On completion of this course students will receive a Statement of Attainment for successfully completed units from CPP30316 - Certificate III in Cleaning Operations.

The following units of competency are included in this skill set:

- CPPCLO3011 Clean using environmentally sustainable work practices
- CPPCLO3019 Remove waste and recyclable materials

For more information on this skill set, visit:
training.gov.au/Training/Details/CPP30316

SITSS00036 – Customer service*

A set of skills to equip individuals to provide quality customer service when working in any sector of the tourism, travel and hospitality industry.

The following units of competency are included in this skill set:

- SITXCCS006 Provide service to customers
- SITXCOM002 Show social and cultural sensitivity

For more information on this skill set, visit:
training.gov.au/Training/Details/SITSS00036

Students will be required to source and complete their work placement as part of this course.

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Skill Sets course guide

SITSS00051 – Food safety supervision*

A set of skills to equip individuals in hygienic practices and handling food safely during the storage, preparation, display, service, and disposal of food.

The following units of competency are included in this skill set:

- SITXFSA001 Use hygienic practices for food safety
- SITXFSA002 Participate in safe food handling practices

For more information on this skill set, visit:
training.gov.au/Training/Details/SITSS00051

SIT30616 - Certificate III in Hospitality (Working in a cafe skill set)*

This skill set provides individuals with the skills and knowledge to prepare and present a variety of non-alcoholic beverages and sandwiches in a hospitality or catering organisation, such as cafes, kiosks, canteens and cafeterias. On completion of this course, students will receive a Statement of Attainment for successfully completed units from SIT30616 - Certificate III in Hospitality.

The following units of competency are included in this skill set:

- SITXFSA001 Use hygienic practices for food safety
- SITHFAB004 Prepare and serve non-alcoholic beverages
- SITHCCC003 Prepare and Present Sandwiches

These units have been selected from the core units in SIT30616 - Certificate III in Hospitality.

For more information on this skill set, visit:
training.gov.au/Training/Details/SIT30616

SIR30216 - Certificate III in Retail (Customer relationships Skill Set)

This course reflects the role of individuals who have the primary responsibility of engaging the customer and delivering on organisational expectations. On completion of this course students will receive a Statement of Attainment for successfully completed units from SIR30216 - Certificate III in Retail.

The following units of competency are included in this skill set:

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

These units have been selected from the core units in SIR30216 Certificate III in Retail.

For more information on this skill set, visit:
training.gov.au/Training/Details/SIR30216

Students will be required to source and complete their work placement as part of this course.

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Skill Sets course guide

SIR30216 - Certificate III in Retail (Intro into WHS Skill Set)*

This skill set provides individuals with the skills and knowledge required to maintain personal health and wellbeing and contribute to safe work practices. On completion of this course, students will receive a Statement of Attainment for successfully completed units from SIR30216 - Certificate III in Retail.

The following units of competency are included in this skill set:

- SIRXWHS002 Contribute to workplace health and safety
- SIRXHWB001 Maintain personal health and wellbeing
- SIRXRSK001 Identify and respond to security risks

These units have been selected from the core units in SIR30216 Certificate III in Retail.

For more information on this skill set, visit:
training.gov.au/Training/Details/SIR30216

TLI30321 - Certificate III in Supply Chain Operations (Warehousing Operations) (Skills Set Warehousing)*

This is a course for those engaged in supply chain operations and includes specialisations for warehousing operations. On completion of this course students will receive a Statement of Attainment for successfully completed units from TLI30321 - Certificate III in Supply Chain Operations (Warehousing Operations).

The following units of competency are included in this skill set:

- TLIA0004 Complete receival and despatch documentation
- TLIA0010 Identify goods and store to specifications
- TLIA0015 Organise receival and despatch operations
- TLIX0013X Maintain stock control and receivals

These units have been selected from the Warehousing Operations stream in TLI30321 - Certificate III in Supply Chain Operation (Warehousing Operations).

For more information on this skill set, visit:
training.gov.au/Training/Details/TLI30321

Students will be required to source and complete their work placement as part of this course.

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Skill Sets course guide

TLI30321 – Certificate III in Supply Chain Operations (Warehousing Operations) (Intro to WHS Skill Set)*

This skill set provides individuals with the skills and knowledge required to follow work health and safety (WHS/OHS) procedures in a warehousing environment. On completion of this course, students will receive a Statement of Attainment for successfully completed units from TLI30321 - Certificate III in Supply Chain Operations (Warehousing Operations).

The following units of competency are included in this skill set:

- TLIF0025 Follow work health and safety procedures
- TLID0020 Shift materials safely using manual handling methods
- TLIU2012 Participate in environmentally sustainable work practices

These units have been selected from the Warehousing Operations stream in TLI30321 - Certificate III in Supply Chain Operation (Warehousing Operations).

For more information on this skill set, visit: training.gov.au/Training/Details/TLI30321

*Students will be required to source and complete their work placement as part of this course.

Download the free *alffie* app

Complete and track your coursework
Access your lesson material and complete your assessments on the go. Check your progress at a glance.

Build your resume
Create a professional resume that will make a good impression on employers.

Pursue job opportunities
Use the app to search and apply for jobs. Keep track of your applications, and receive job interview reminders and notifications.

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Get career advice and mentoring
See your study options and career paths best suited to your skills, experience, personal attributes and preferences.

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View your work placement info, contract and activities within the app.

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Text, call, email or chat with your employment consultant through the app.

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