

# Employment Allrounder

# Business Basics

Communication Skills | Digital IQ | Resume Building\* | Customer Service\* | Personal Presentation\*



This course bundle prepares candidates for employment by developing their workplace communication, digital and customer service skills. Classes are scheduled to run in campus over 8 days.

- Apply basic communication skills in the workplace, including identifying, gathering and conveying information in both verbal and written formats.
- Start up and use a range of basic functions like working with apps, files and folders on digital devices.
- Write a professional resume that will get an employer's attention by identifying the correct information to include and how to address the selection criteria.
- Understand the importance of customer service and presentation standards including ongoing monitoring in the workplace to ensure that standards are being met in accordance with organisation policies and procedures.

**Course program** **BSBMM211** Apply communication skills  
**BSBTEC101** Operate digital devices



This program also includes the non-accredited training:

- \***Resume Building** (1-day workshop with tips on what to include in a resume and how to address selection criteria)
- \***Customer Service** (1-day workshop with guest speaker and options to practise service scenarios through role play)
- \***Personal Presentation** (1-day workshop with guest speaker and options to develop personal presentation style)

**When:** Commences Term 1 2021

**Visit the website for class dates**

**Where:** Campuses: Bingara, Gunnedah, Inverell, Moree and Wyallda

**Cost:** Call for pricing and funding eligibility.  
*This training is subsidised by the NSW Government.*

**RTO:** Community College Northern Inland Inc. (CCNI) RTO 90027

**Contact:** **Visit the website to contact your local campus:** <https://www.communitycollegeni.nsw.edu.au/contact>



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[communitycollegeni.nsw.edu.au](https://www.communitycollegeni.nsw.edu.au)

In today's technology-driven workplace **employees are using digital and interpersonal skills** to create and maintain the working relationships they need to be successful. Get the skills to succeed in a changing world.