



This course bundle prepares job-seekers for employment by teaching the basic skills required to operate effectively across a variety of roles. 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.
- 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.
- 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.

Course program **BSBCMM211** Apply communication skills
BSBTEC101 Operate digital devices



This program also includes the non-accredited training:

- ***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)
- ***Resume Building** (1-day workshop with tips on what to include in a resume and how to address selection criteria)

When: Commences Term 2 2021

Visit the website for class dates

Where: Barraba Campus, Bingara Campus, Gunnedah Campus, Wyallda Campus

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>



COMMUNITY COLLEGE NORTHERN INLAND INC. RTO 90027

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

If you want the job, first plan ahead to develop the interpersonal, customer service and digital skills employers want. Next, learn to present yourself with 5-star style and a resume that will get you noticed!