



alffie.com

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 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 requirements if their selected course is defined as full-time by their training provider. alffie's skill sets are defined as full-time.

Workforce Australia skill set courses can be scheduled over a longer duration and in blocks of either 25, 20, 15, 7.5 or 5 hours per week to meet an individual's specific requirements.

DES skill set courses can be scheduled over a longer duration and in blocks of either 23, 15, or 8 hours per week to meet an individual's specific requirements.



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 can 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 Department of Employment and Workplace Relations (DEWR) 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:

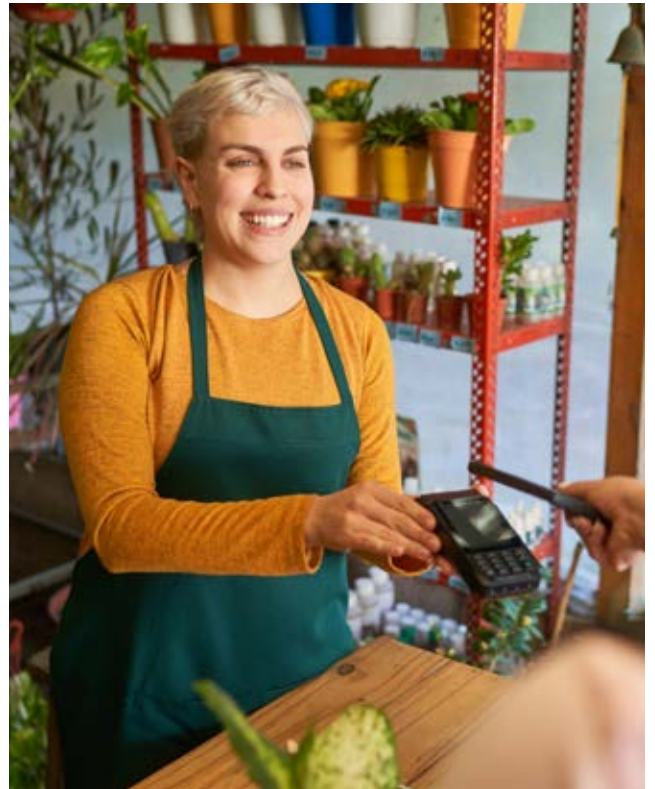
BSBSS00119 – Customer Service Skill Set

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

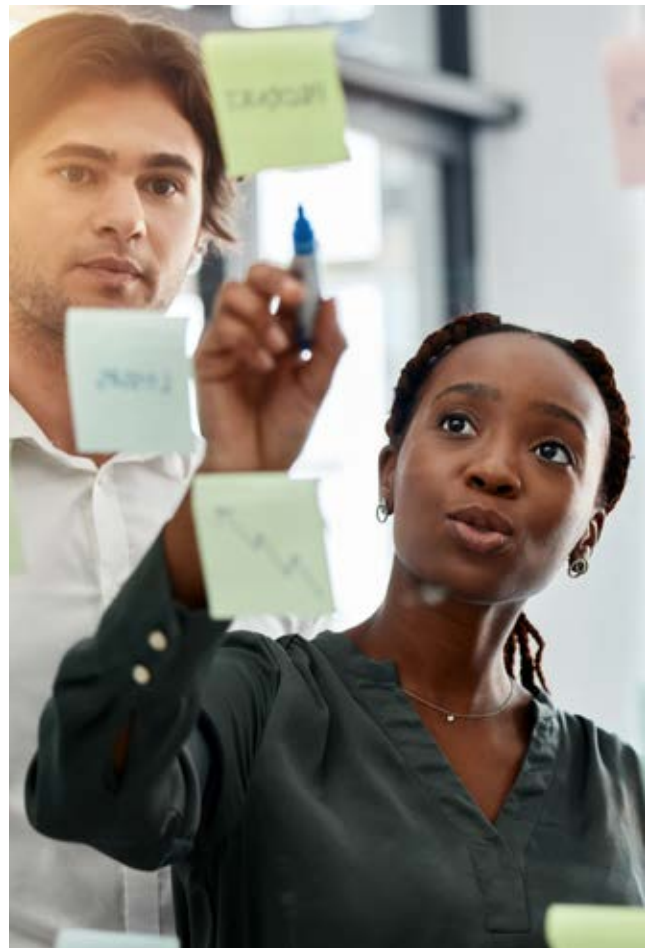
This skill set focuses on how to organise workplace information, maintain records and retrieve information from records within a workplace setting. On completion of this course, students will receive a Statement of Attainment for successfully completed units from BSB30120 – Certificate III in Business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



Skill Sets course guide

BSB30120 – Certificate III in Business (Introduction to Medical Administration) Skill Set

This skill set provides individuals with the skills and knowledge they need to understand and respond to instructions, use appropriate medical terminology, carry out routine tasks and communicate with a range of internal/external clients in a medical environment.

On completion of this course, students will receive a Statement of Attainment for successfully completed units from BSB30120 - Certificate III in Business (Medical Administration).

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

- BSBMED301 – Interpret and apply medical terminology appropriately
- BSBMED302 – Prepare and process medical accounts
- BSBMED303 – Maintain patient records
- BSBMED305 – Apply the principles of confidentiality, privacy and security within the medical environment

These units have been selected from the core units in BSB30120 - Certificate III in Business (Medical Administration).

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.

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



CHC32015 – Certificate III in Community Services – First point of contact Skill Set

This skill set provides individuals with the skills and knowledge they need to greet clients and exchange routine information, to prioritise a client's needs, facilitate the realisation of an individual's interests, rights and needs, and to advocate for and provide ongoing support to clients.

On completion of this course, students will receive a Statement of Attainment for successfully completed units from CHC32015 - Certificate III in Community Services.

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

- CHCCOM001 – Provide first point of contact
- CHCADV001 – Facilitate the interests and rights of clients

These units have been selected from units in CHC32015 - Certificate III in Community Services.

For more information on this skill set, visit:
training.gov.au/Training/Details/CHC32015



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

Skill Sets course guide

CPP30321 – Certificate III in Cleaning Operations – Clean and maintain amenities skill set *

This skill set prepares students for a range of roles and responsibilities of cleaners working in residential, educational, community, health care, accommodation and business settings. This course covers maintaining cleaning storage areas, cleaning and maintaining amenities, and health and safety in the workplace.

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

- CPPCLO3100 – Maintain cleaning storage areas
- CPPCLO3103 – Clean and maintain amenities
- BSBWHS211 – Contribute to the health and safety of self and others

On completion of this course students will receive a Statement of Attainment for successfully completed units from CPP30321 – Certificate III in Cleaning Operations.

For more information on this skill set, visit:
training.gov.au/Training/Details/ CPP30321



FSK10119 – Certificate I in Access to Vocational Pathways – Customer Service skill set

This skill set provides participants with the opportunity to develop their skills and knowledge relevant to delivering customer service and prepares them for entry level customer service job roles.

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

- FSKOCM003 – Participate in familiar spoken interactions at work
- BSBOPS304 – Deliver and monitor a service to customers

On completion of this course students will receive a Statement of Attainment for successfully completed units from FSK10119 – Certificate I in Access to Vocational Pathways.

For more information on this skill set, visit:
training.gov.au/Training/Details/ FSK10119



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

Skill Sets course guide

FSK10119 – Certificate I in Access to Vocational Pathways – Digital Literacy skill set

This skill set will prepare students to use digital technology to complete workplace activities.

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

- FSKDIG002 – Use digital technology for routine and simple workplace tasks
- BSBTEC201 – Use business software applications

On completion of this course students will receive a Statement of Attainment for successfully completed units from FSK10119 – Certificate I in Access to Vocational Pathways.

For more information on this skill set, visit: training.gov.au/Training/Details/FSK10119



SITSS00078 – 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:

- SITXCCS014 – Provide service to customers
- SITXCOM007 – Show social and cultural sensitivity

For more information on this skill set, visit: training.gov.au/Training/Details/SITSS00078



Skill Sets course guide

SITSS00069 – Food Safety Supervision Skill Set*

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:

- SITXFSA005 – Use hygienic practices for food safety
- SITXFSA006 – Participate in safe food handling practices

For more information on this skill set, visit:
training.gov.au/Training/Details/SITSS00069



SIT30622 – 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 SIT30622 – 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 SIT30622 – Certificate III in Hospitality.

For more information on this skill set, visit:
training.gov.au/Training/Details/SIT30622



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

Skill Sets course guide

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



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



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

Skill Sets course guide

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



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.



alffie.com

Employability modules

Our range of employability and inter-personal growth courses are designed to help participants develop important life skills and to boost their confidence.

Enjoy the freedom to create your own course activity bundles. Select from a growing list of more than 60 non-accredited training modules to tailor a course to meet your participants individual development needs.

Each module is designed to be completed over 5 hours, covering a range of soft skills and industry specific topics. Including the following.



Individual modules (5 hours each)

Interpersonal

Inspiration

Topics covered include: Making time for inspiration and keeping track of achievements.

The art of conversation

Topics covered include: Greeting people, introducing yourself and asking questions.

Interviews

Topics covered include: Preparing for a job interview, attending a job interview and following up after a job interview.

Motivation

Topics covered include: Procrastination, rewarding good behaviour, think of the positives and have others hold you accountable

Step out of your comfort zone

Topics covered include: The benefits of stepping outside your comfort zone.

Job offers

Topics covered include: Accepting a job offer, negotiating a job offer and declining a job offer.

Be confident

Topics covered include: Building self-esteem and confidence and resilience.

Manage my emotions

Topics covered include: Identifying anger triggers, the consequences of anger and controlling anger.

Be motivated

Topics covered include: Identifying personal motivators, getting motivated and staying motivated.

Achieve potential

Topics covered include: Making the most of workplace opportunities, being decisive, showing initiative, getting things done, building independence and balancing priorities.

Achieve goals

Topics covered include: Defining goals, visualising outcomes, SMART goal-setting and seeking help.

Represent the company

Topics covered include: Professional behaviour, positive communication and personal presentation.

Follow guidelines

Topics covered include: Respecting business practices, using business resources and working ethically.

Manage time and tasks

Topics covered include: Prioritising and scheduling tasks, working effectively, managing multiple customers and achieving work-life balance.



Individual modules (5 hours each)

Interpersonal (continued)

Be dependable and trustworthy

Topics covered include: Being responsible, being productive, being consistent and demonstrating honest behaviour.

Be safe

Topics covered include: Workplace hazards, using equipment safely, responding to risks, personal hygiene and safe lifting.

Be helpful and positive

Topics covered include: Having a 'can do' attitude, being polite and courteous, positive communication and positive self-talk.

Get along with others

Topics covered include: Being sensitive to diversity and including others.

Deal with team conflict

Topics covered include: Identifying conflict behaviours, conflict management techniques, negotiation and preventing conflict.

Be a team player

Topics covered include: Joining a work team, being a supportive team member and having a team-focused mindset.

Take direction and feedback

Topics covered include: Listening and focusing, communicating directions, giving and receiving feedback.

Deal with conflict

Topics covered include: Assertive communication, self-awareness, remaining calm and defusing conflict.

Communicate with confidence

Topics covered include: Tone of voice, adjusting communication to different audiences and speaking over-the-phone.

Tune in to others

Topics covered include: Using effective questioning and active listening.

Solve problems

Topics covered include: Identifying problems, learning from mistakes and creating solutions.

Stay in touch digitally

Topics covered include: Communicating effectively over-the-phone, email etiquette and appropriate online activity in the workplace.

Attitude and behaviour

Topics covered include: Being confident, being positive, being courteous and polite and taking on feedback.

Communication

Topics covered include: Verbal communication, written communication, following instructions and dealing with conflict.

Professionalism

Topics covered include: Making a good impression, time management, personal presentation and getting the job done.

Digital literacy

Topics covered include: Working with computers, accessing information online and communicating online.



Individual modules (5 hours each)

Business

Business: Workplace health and safety (WHS)

Topics covered include: Safe manual handling, ergonomics and equipment, signs and reporting and responding to emergencies.

Business equipment and technology

Topics covered include: Computers, common business software, printers, scanners and photocopiers and equipment maintenance and safety.

Business: Maintain work areas

Topics covered include: Maintaining personal and communal work areas, disposing of waste correctly and workstation ergonomics.

Business: Provide customer service

Topics covered include: Acknowledging and greeting customers and identifying and prioritising customer needs.

Identify business documents

Topics covered include: Reports, invoices, document producing software, policy and procedure documents and leave applications.

Email

Topics covered include: Greetings, sign-offs and signatures, tone and general good practice for using email.

Business: Personal presentation

Topics covered include: The importance of good personal presentation, what to wear to an interview and hygiene and grooming.

Policies and procedures

Topics covered include: The purpose of policies and procedures and following policies and procedures.

Meetings

Topics covered include: Preparing for meetings, participating in meetings, facilitating meetings, creating an agenda and following up meetings.

Customer complaints

Topics covered include: Customers' legal rights, following complaint policies and procedures and negotiating.

Advanced phone skills

Topics covered include: Safe work practices for phone-based roles, headsets, identifying customer needs, following up and closing a sale.

Advanced customer service

Topics covered include: Understanding customer service and the customer experience and 'going the extra mile'.



Individual modules (5 hours each)

Retail

Retail: Workplace Health and Safety (WHS)

Topics covered include: Safe manual handling, ladders, signs and reporting and responding to emergencies.

Dealing with stock

Topics covered include: Receiving stock, dealing with stock discrepancies and damage, preparing for stocktake and labelling and ticketing stock.

Minimise damage to stock

Topics covered include: Rotating stock, perishable goods, handling stock appropriately, identifying waste and managing excess stock.

Retail: Maintain work areas

Topics covered include: Good housekeeping and identifying hazards.

Retail: Customer payments

Topics covered include: Digital POS systems, cash registers, EFTPOS machines, cash floats, counting change and giving change to customers.

Identify retail documents

Topics covered include: Receipts, order forms, credit notes, vouchers, policy and procedure documents, timetables and leave applications.

Retail: Provide customer service

Topics covered include: Acknowledging and greeting customers, being approachable, being a resource to customers, assessing and prioritising customer needs and dealing with delays.

Selling products

Topics covered include: Observing customer behaviour, understanding customer needs, recommending and selling products and maximising sales.

Dealing with displays

Topics covered include: Planning visual merchandising, arranging merchandise, using colour, spacing and balance.

Minimise theft

Topics covered include: Internal and external theft, security equipment, following security procedures, observing customers and securing stock.

Retail: Personal presentation

Topics covered include: The importance of good personal presentation, what to wear to an interview, hygiene and grooming, dress codes and uniforms.



Individual modules (5 hours each)

Hospitality

Hospitality: Workplace Health and Safety (WHS)

Topics covered include: Safe manual handling, hospitality equipment, signs and reporting and dealing with emergencies.

Hospitality: Customer payments

Topics covered include: Digital POS systems, cash registers, EFTPOS machines, cash floats, counting change and giving change to customers.

Hospitality: Maintain work areas

Topics covered include: Hygiene, food safety laws, sanitising work areas and cleaning spills.

Hospitality: Personal presentation

Topics covered include: The importance of good personal presentation, what to wear to an interview, hygiene and grooming, dress codes and uniforms.

Hospitality: Provide customer service

Topics covered include: Acknowledging and greeting customers, being approachable, being a resource for customers, taking orders and checking on customers.

Food basics

Topics covered include: Hand washing, avoiding cross-contamination, being aware of food quality and delivering food to customers carefully.

Beverage basics

Topics covered include: Coffee, tea and other hot drinks, cold drinks and beverage terminology.

Identify hospitality documents

Topics covered include: Booking and order forms, delivery slips, facilities and maintenance documents, policy and procedure documents, timetables and leave applications.

Sales basics

Topics covered include: Tuning in to customers, using engaging language, using the power of suggestion and identifying opportunities to sell.

Working in hospitality

Topics covered include: Hospitality venues and job roles, skills and attributes required for hospitality personnel and developing industry skills.



Individual modules (5 hours each)

Warehousing

Warehousing: Workplace Health and Safety (WHS)

Topics covered include: Safe manual handling, warehousing equipment, signs and reporting and dealing with emergencies.

Warehousing equipment and technology

Topics covered include: Pallets, flatbed and upright trolleys and picking and packaging equipment.

Warehousing: Maintain work areas

Topics covered include: General housekeeping, cleaning equipment, disposing of waste, organising work spaces and identifying hazards.

Working in warehousing

Topics covered include: Job roles in warehouses, skills and attributes required for warehousing personnel and developing industry skills.

Identify warehouse documents

Topics covered include: Picking slips and purchase orders, delivery dockets and damage reports, facilities and maintenance documents, policy and procedure documents, timetables and leave applications.

Areas of a warehouse

Topics covered include: Inbound goods areas, work in progress goods (WIP) areas, picking and packing areas and despatch areas.

Signs and labels

Topics covered include: Common signs and identifying and understanding handling instructions and dangerous goods labels.

PPE

Topics covered include: Identifying different types of personal protective equipment (PPE), choosing the correct PPE and using PPE appropriately.

Pick and pack

Topics covered include: Picking paths, picking methods, types of pallets and minimising stock damage.

Warehousing: Personal presentation

Topics covered include: The importance of good personal presentation, professional behaviour, hygiene and grooming, dress codes and uniforms.

For more information on alffie's Employability Modules, and to learn how to create your own course bundle, contact your relationship development manager or call alffie on 1300 253 353.