

FSK10119 – Certificate I in Access to Vocational Pathways (Customer Service)

alffie's FSK10119 - Certificate I in Access to Vocational Pathways - Customer Service is a nationally recognised short course, designed to address customer service skill barriers and meet individual participant needs.

Throughout this course, alffie's friendly team will assist students in developing skills and knowledge that will enable them to deliver customer service and prepare them for entry level customer service job roles.

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.

Course information

Course duration: 3 weeks

Delivery mode: This course is delivered online through written and audiovisual lesson material and interactive assessment activities.

Important note: Enrolment will be valid for up to 12 months.

Units of competency

alffie's FSK10119 - Certificate I in Access to Vocational Pathways - Digital Literacy includes the units listed below:

FSKOCM003 – Participate in familiar spoken interactions at work

This unit describes the skills and knowledge required to participate in a limited range of familiar spoken interactions in the workplace, such as talking with co-workers, participating in workplace meetings, giving and responding to simple instructions, receiving and passing on simple messages, making an inquiry, or reporting a problem.

BSBOPS304 – Deliver and monitor a service to customers

This unit describes the skills and knowledge required to identify customer needs, deliver and monitor customer service and identify improvements in the provision of customer service. The unit applies to those who apply a broad range of competencies in various work contexts.



Why choose an alffie nationally accredited course?

Accredited courses have been developed and endorsed by industry Skills Service Organisations. A nationally accredited course reflects employer and student's needs, both now and in the future.

alffie's courses help students:

- ✓ Gain a nationally recognised training certificate or Statement of Attainment
- ✓ Get job ready
- ✓ Develop their digital literacy
- ✓ Access opportunities to fast track their personal and professional development.

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.

Entry requirements

It is a government requirement that students undertaking Nationally Recognised Training in Australia have a unique student identifier (USI).

To begin this course, students will need a USI. For more information on USIs, go to: usi.gov.au

In addition to a USI, to begin and complete this course, students will need:

- Regular access to a computer, tablet or smartphone (note: there may be activities in the course that need to be completed using a desktop computer rather than a tablet or smartphone)
- An email address and regular access to a reliable internet connection
- Basic to intermediate computer, or digital device skills
- To meet certain language, literacy and numeracy (LLN) requirements and pass a short LLN test
- The ability and willingness to study online lesson material and complete all assessment requirements for each unit of competency
- PDF reader software (e.g., Adobe Acrobat) installed on a computer or the digital device being used to access the course
- The ability to communicate directly with alffie in English
- The ability to understand and follow detailed instructions given verbally or written in English.

Outcomes

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.