



# COURSE OVERVIEW

## AE378 Business Ready Skill Set

### ABOUT THIS COURSE

Looking to step into the business world with confidence?

Arrow Training Services is here to help with our Fee FREE Business Ready Skill Set—a short, practical course designed to prepare you for entry-level roles in business and administration.

This course builds the essential skills that employers are looking for. You'll learn how to:

- Deliver excellent customer service by building relationships, identifying customer needs, and processing feedback
- Use business technology and workplace computer programs
- Create professional business documents
- Follow WHS and emergency procedures
- Stay organised, manage your time, and handle electronic data efficiently

Whether you're aiming for a role in administration, reception, or general office support, the skills you gain are practical, transferable, and in demand across many industries.

### WE ALSO PROVIDE

- A dedicated Business Trainer
- Course Material and Resources through our online LMS System.

### HOW LONG DOES THE COURSE TAKE TO COMPLETE?

- 2.1 Weeks / 4 Days a week (1 short day at end)

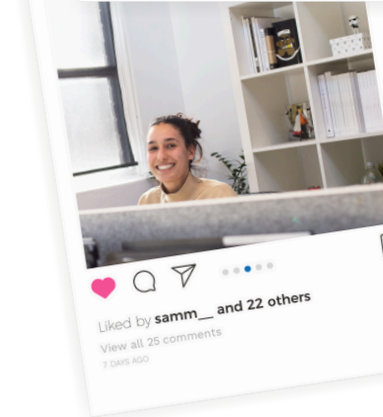
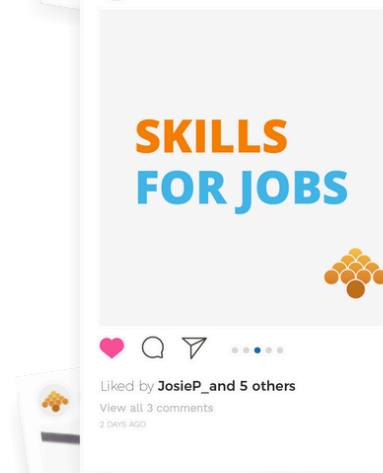
### CAREER OPTIONS

- Customer Service
- Office Administration
- Data entry roles

### ENTRY REQUIREMENT

There are no prerequisites to gain entry in AE378 Business Ready Skill Set.

- students must be able to provide a Unique Student Identifier (USI) and identification
- Students are to have their own laptop
- Students must undertake a Language, Literacy & Numeracy (LLN) assessment so that the appropriate academic support can be sourced throughout the course





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Learn  
practical  
skills!



## THE COURSE

- To achieve this accredited skill set, 4 units must be completed.

Unit Code	Units of competency
BSBWHS211	Contribute to health & safety of self and others
BSBBOPS203	Deliver a service to customers
BSBPEF202	Plan and apply time management.
BSBTEC201	Use business software applications





# A DETAILED OVERVIEW AE378

Love  
what  
you do!



## **BSBWHS211 Contribute to health and safety of self and others.**

This unit describes the skills and knowledge required to work in a manner that is healthy and safe in relation to self and others, and to assist in responding to incidents. It covers following work health and safety (WHS) policies, procedures, instructions and requirements; and participating in WHS consultative processes.

The unit applies to those who require a basic knowledge of WHS to carry out own work in a defined context, under direct supervision or with some individual responsibility, in a range of industry and workplace contexts.

## **BSBOPS203 Deliver a service to customers**

This unit describes the skills and knowledge required to deliver aspects of customer service at an introductory level. It includes creating a relationship with customers, identifying their needs, delivering services or products, and processing customer feedback.

The unit applies to those who perform a range of routine tasks in the workplace using a limited range of practical skills and fundamental knowledge of customer service in a defined context under direct supervision or with limited individual responsibility.



## **BSBPEF202 Plan and apply time management**

This unit describes the skills and knowledge required to implement time management processes to organise and complete work tasks. It also addresses skills and knowledge to seek and review feedback for performance improvement regarding time management and use technology appropriate to the task.

The unit applies to individuals working under direct supervision. These individuals apply basic skills and knowledge in a broad range of work settings.

## **BSBTEC201 Use business software applications**

This unit describes the skills and knowledge required to select and use software and organise electronic information and data.

The unit applies to those who use a limited range of practical skills with a fundamental knowledge of equipment use and the organisation of data in a defined context, under direct supervision or with limited individual responsibility.





# OUR PROMISE

Arrow  
Training  
Services?

## We are passionate about preparing students to undertake employment in Business!

We will deliver training which assists you to develop the necessary skills, knowledge and attitude so you can respond confidently to many challenging and diverse business environments.

Arrow Training Services is a well-known and respected registered training organisation with a reputation of producing qualified graduates who are well prepared and suited to a business role. Completion of this course does not guarantee an employment outcome.

*Contact us!*

1300 737 977

CONTACT FORM



**arrow**training

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This is a Jobs and Skills WA course subsidised by the Department of Training and Workforce Development subject to eligibility requirements. Century Group Pty Ltd TOID 6127 trading as Arrow TrainingServices. We encourage people from diverse backgrounds and disabilities to apply for training.

