ACCREDITED SKILL SETS WITH LANGUAGE SUPPORT

WE SPEAK ENGLISH, ARABIC, VIETNAMESE, FARSI, CHINESE (MANDARIN, CANTONESE), URDU, HINDI, DARI, PASHTU, HAZARAGI, ROHINGYA. MALAY, INDONESIAN, SPANISH, PORTUGUESE, GERMAN, FRENCH, GREEK, TIGRINYA & OTHER LANGUAGES

SMART KANGAROO EDUCATION
SKE

- ✓ **CALD Specialist, We Speak Your Language**
- ✓ **Online, Face to Face & Correspondence Available**
- ✓ **Every Student Assigned a Proactive Student Support Officer**
- ✓ **Students Accepted Nationwide**

BSBSS00095 - CROSS-SECTOR INFECTION CONTROL SKILL SET $195

This skill set is for workers in all industries who require the skills and knowledge to reduce the risk and transmission of infection while carrying out routine work activities in their job role .

2 to 3 Week Completion Time.

BSBSS00126 - CONTACT CENTRE SKILL SET $285

This skill set is for individuals who are working in a customer service contact centre position.

8 Week Completion Time.

BSBSS00119 - CUSTOMER SERVICE SKILL SET $285

This skill set is for individuals who are required to provide customer service for an organisation.

8 Week Completion Time.

BSBSS00130 - WORKPLACE CYBER SECURITY FOUNDATIONS SKILL SET $285

This skill set is for individuals who work in a broad range of industries and who as part of their job role are required to protect their own data and identify cyber threats and risks in the workplace.

8 Week Completion Time.

BSBSS00120 - ADMINISTRATIVE ASSISTANT SKILL SET $285

This skill set is for individuals who are required to perform and assist with administrative tasks within an organisation.

8 Week Completion Time.

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BSBSS00095 - CROSS-SECTOR INFECTION CONTROL SKILL SET

BSBWHS332X	Apply infection prevention and control procedures to own work activities

BSBSS00126 - CONTACT CENTRE SKILL SET

BSBTEC202	Use digital technologies to communicate in a work environment
BSBDAT201	Collect and record data
SIRXCEG002	Assist with customer difficulties
SIRXPDK001	Advise on products and services

BSBSS00119 - CUSTOMER SERVICE SKILL SET

SIRXCEG002	Assist with customer difficulties
BSBOPS304	Deliver and monitor a service to customers
BSBOPS305	Process customer complaints
SIRXPDK001	Advise on products and services

BSBSS00130 - WORKPLACE CYBER SECURITY FOUNDATIONS SKILL SET

BSBXCS305	Identify and assess cyber security insider threats and risks
BSBXCS304	Apply cyber hygiene best practices
BSBXCS302	Identify and report online security threats
BSBXCS306	Apply own techniques to prevent cyber security insider threats

BSBSS00120 - ADMINISTRATIVE ASSISTANT SKILL SET

BSBOPS301	Maintain business resources
BSBOPS303	Organise schedules
BSBPUR301	Purchase goods and services
BSBFIN302	Maintain financial records

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