



FULLY  
FUNDED

# BUSINESS CAREER PREPARATION PROGRAM

CERTIFICATE III IN BUSINESS

## GET THE PRACTICAL SKILLS TO SUCCEED IN BUSINESS

This course introduces you to business processes, tools and technology, and is packed with practical real-life activities.

Covering basic workplace and communication skills as well as customer service skills, this course can take you in many directions.

If you are hoping to kickstart your career, this course will provide you with the knowledge and skills required for a successful career in business. You will gain valuable insights into how businesses operate and grow.

**This training is proudly funded and supported by the Queensland Government through its Skilling Queenslanders for Work Initiative.**

### COURSE DETAILS:

**PROGRAM LENGTH:**

12 weeks

**ATTENDANCE:**

Monday to Thursday 9am-3pm

**START DATE:**

Commences quarterly.

Ask us for the next start date

**LOCATION:**

Maroochydore

**COST:**

No cost to participants  
(eligibility criteria applies)

# COURSE CONTENT

## SKILLS LEARNT THROUGH THIS COURSE INCLUDE:

- » Develop an increased understanding of business and call center operations
- » Identify priorities according to organisational objectives
- » Contribute to and improve work practices and team effectiveness.
- » Understand customer relationships and deliver customer service, e.g. interacting with clients, phone skills
- » Recommend products and services
- » Process customer complaints
- » Understand business technology and information handling
- » Workplace practices and expectations
- » Employment readiness and application assistance

## QUALIFICATIONS EARNT ON SUCCESSFUL COMPLETION OF COURSE:

- » FSK20119 Certificate II in Skills for Work & Vocational Pathways
- » BSB30120 Certificate III in Business

## NEED MORE REASONS TO START THIS COURSE?

- » Learn skills to start your own business
- » Immediate assistance with resumes and interview skills to enable you to apply for jobs immediately
- » Work in any industry



## WHY CHOOSE US?

- » Family friendly training
- » Experienced trainers
- » Full support for your training and job search journey

## HOW TO ENROL

Register your interest at [fivebridges.org.au](http://fivebridges.org.au) or email us at [training@fivebridges.org.au](mailto:training@fivebridges.org.au)

*The program is being run by Five Bridges in partnership with Look Now Training (RTO31827).*