



Course Overview

This short course will help you to prepare for taking on a new position during COVID-19 and beyond.

Increase your confidence and demonstrate your transferrable skills to employers.

Skills

The program prepares individuals to enter employment during COVID-19

This course covers:

- Occupational Health and Safety (OHS) practices to observe and follow,
- emotional intelligence – balancing professional work and mental well-being,
- providing safe and effective customer service, and
- how to interpret and respond to workplace information, such as instructional manuals, reports, emails, brochures, work instructions and spreadsheets.

Upon successful completion of the program, you will be well informed and skilled to keep yourself and others safe at work.

Cost

\$220 (incl. GST)

Purchase Order number required

Delivery

This course is completed online. It is a self-guided program that generally takes two days to complete. You will need access to a computer and a reliable internet connection.



Enrol Online

Book into the next course at www.syc.net.au/RTO

SYC is a not-for-profit employment, training and youth services provider. We have worked for over 60 years to help Australians lead independent lives. As a Registered Training Organisation (RTO) we provide a range of courses aimed at helping you increase your skills and prepare for meaningful employment.

Units

SYC delivers the following units in this course:

FSKRDG10	Read and respond to workplace information
Non-accredited	Emotional Intelligence
Non-accredited	Customer service from a distance

Participants receive a link to the learning resources and instructions on each unit or module.

Each unit or module includes a workbook and activity booklet.

Entry Requirements

There are no formal entry requirements for this course. It is suitable for people seeking employment during COVID-19, and beyond.

For more information please contact us on
08 8405 8500 or email learning@syc.net.au

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