

# JobQuest

Connecting People and Skills

## QUALIFICATION INFORMATION BOOKLET



NATIONALLY RECOGNISED  
TRAINING

This training is subsidised by the NSW Government.  
JobQuest is the trading name of Penrith Skills for Jobs Ltd RTO 90187.



# Nationally Recognised Courses at JobQuest

*'Find the career you've been waiting for here at JobQuest'*

## Business Services:

BSB10120 Certificate I In Workplace Skills

BSB20120 Certificate II In Workplace Skills

BSB30120 Certificate III In Business

## Community Services:

CHC22015 Certificate II In Community Services

CHC32015 Certificate III In Community Services

## Foundation Skills:

FSK10219 Certificate I in Skills For Vocational Pathways

FSK20119 Certificate II in Skills For Work and Vocational Pathways

# Nationally Recognised Units at JobQuest

*'Find the career you've been waiting for here at JobQuest'*

**HLTAID011** - Provide First Aid

**HLTAID009** - Provide cardiopulmonary resuscitation

**FNSFLT212** - Develop and use savings plans

**FNSFLT211** - Develop and use Personal Budgets

**SITXFSA005** - Use hygienic practices for food safety

**FSKWTG001** - Complete personal details on extremely simple  
and short workplace forms

# BSB10120

## Certificate I in Workplace Skills

### Outcomes:

This qualification reflects the role of individuals who have not yet entered the workforce, and are developing the necessary skills in preparation for work. They may undertake a variety of simple tasks under close supervision.

Disclaimer:

JobQuest does not in any way guarantee that a student will obtain employment by completing this training program

### Course structure:

To achieve this qualification you must complete a total of 6 units

### Core units:

BSBOPS101 - Use business resources

BSBPEF101 - Plan and prepare for work readiness

### Elective Units:

BSBDAT201 - Collect and record data

BSBTEC101 - Operate Digital Devices

BSBTEC203 - Research using the internet

BSBPEF201 - Support personal wellbeing in the workplace

**\*Other electives are available and can be tailored to suit clients in consultation with JobQuest**

### **Training Pathways:**

Traineeship, Assessment only, Recognition of prior learning, Fee for service.

Upon completion of this qualification learners could progress to a Certificate II in Business or Business Administration.

### **Delivery Mode:**

Employment Based\* - You complete the qualification whilst employed as a traineeship.

Classroom Based\* - You attend group workshops with other learners and complete the units in a classroom type environment.\* Subject to availability

### **Duration of Training:**

A traineeship is contracted for a 12 month period and part-time traineeships are for longer periods. This information is provided at indenture and enrolment.

### **Eligibility:**

Eligibility requirements may apply for some government subsidised training programs

# BSB20120

## Certificate II in Workplace Skills

### Outcomes:

This course offers students an opportunity to learn and develop skills to work in an office environment and is also suited to those who have not yet entered the workforce and are developing the necessary skills in preparation for work.

These students will develop skills to assist them in a range of basic procedural, clerical, administrative or operational tasks that require self-management and technology skills.

### Disclaimer:

JobQuest does not in any way guarantee that a student will obtain employment by completing this training program

### Course structure:

To achieve this qualification you must complete a total of 10 units

### Core units:

BSBCMM211 - Apply communication skills

BSBOPS201 - Work effectively in business environments

BSBPEF202 - Plan and apply time management skills

BSBSUS211 - Participate in sustainable work practices

BSBWHS211 - Contribute to the health and safety of self and others

### Elective Units:

HLTAID011 - First aid

BSBDAT201 - Collect and record data

BSBPEF101 - Plan and prepare for work readiness

BSBPEF201 - Support personal wellbeing in the workplace

BSBTEC202 - Use digital technologies to communicate in a work environment

**\*Other electives are available and can be tailored to suit clients in consultation with JobQuest**



### **Training Pathways:**

Traineeship, Assessment only, Recognition of prior learning, Fee for service.

Upon completion of this qualification learners could progress to a Certificate III in Business or Business Administration.

### **Delivery Mode:**

Employment Based\* - You complete the qualification whilst employed as a traineeship.

Classroom Based\* - You attend group workshops with other learners and complete the units in a classroom type environment. \*Subject to availability

### **Duration of Training:**

A traineeship is contracted for a 12 month period and part-time traineeships are for longer periods. This information is provided at indenture and enrolment.

### **Eligibility:**

Eligibility requirements may apply for some government subsidised training programs

# BSB30120

## Certificate III in Workplace Skills

### Outcomes:

This course offers an opportunity to develop a range of skills to work within a business administration role. Offering a starting point in helping to build confidence, learning effective communication with others, using technology just to name a few.

This is a great stepping stone to pursue further business courses, offering a well rounded variety of skills and learning opportunities.

Disclaimer:

JobQuest does not in any way guarantee that a student will obtain employment by completing this training program

### Course structure:

To achieve this qualification you must complete a total of 13 units

### Core units:

BSBTWK301 - Use inclusive work practices

BSBXCM301 - Engage in workplace communication

BSBSUS211 - Participate in sustainable work practices

BSBWHS311 - Assist with maintaining workplace safety

BSBCRT311 - Apply critical thinking skills in a team environment

BSBPEF201 - Support personal wellbeing in the workplace

### Elective Units:

BSBDAT201 - Collect and record data

BSBTEC303 - Create electronic presentations

BSBTEC302 - Design and produce spreadsheets

BSBPEF301 - Organise personal work priorities

BSBTEC201 - Use business software applications

BSBTEC301 - Design and produce business documents

BSBTEC202 - Use digital technologies to communicate in the workplace

**\*Other electives are available and can be tailored to suit clients in consultation with JobQuest**



### **Training Pathways:**

Traineeship, Assessment only, Recognition of prior learning, Fee for service.

Upon completion of this qualification learners could progress to a Certificate IV in Business.

### **Delivery Mode:**

Employment Based\* - You complete the qualification whilst employed as a traineeship.

Classroom Based\* - You attend group workshops with other learners and complete the units in a classroom type environment. \*Subject to availability

### **Duration of Training:**

A traineeship is contracted for a 12 month period and part-time traineeships are for longer periods. This information is provided at indenture and enrolment.

### **Eligibility:**

Eligibility requirements may apply for some government subsidised training programs

# CHC22015

## Certificate II in Community Services

### Outcomes:

This course offers an opportunity to develop a range of skills to work within a Community Service role. Offering a starting point in helping to build confidence, effective communication with others and effective strategies to aid students to be able to provide assistance as a first contact for those in need of support and assistance under regular supervision.

This is a great stepping stone to pursue further Community Services courses, offering a well rounded variety of skills and learning opportunities.

Disclaimer: JobQuest does not in any way guarantee that a student will obtain employment by completing this training program

### Course structure:

To achieve this qualification you must complete a total of 9 units

### Core units:

CHCDIV001 - Work with diverse people

CHCCOM001 - Provide first point of contact

HLTWHS001 - Participate in workplace health and safety

BSBWOR202 - Organise and complete daily work activities

CHCCOM005 - Communicate and work in health or community services

### Elective Units:

HLTAID011 - Provide first aid

CHCCCS016 - Respond to client needs

FSKDIG003 - Use digital technology for routine workplace tasks

CHCPRT01 - Identify and respond to children and young people at risk

**\*Other electives are available and can be tailored to suit clients in consultation with JobQuest**

### **Training Pathways:**

Upon completion of this qualification learners could progress to a Certificate III in Community Services or other specific industry qualification.

### **Delivery Mode:**

Employment Based\* - You complete the qualification whilst employed as a traineeship.

Classroom Based\* - You attend group workshops with other learners and complete the units in a classroom type environment. \*Subject to availability

### **Duration of Training:**

A traineeship is contracted for a 12 month period and part-time traineeships are for longer periods. This information is provided at indenture and enrolment.

### **Eligibility:**

Eligibility requirements may apply for some government subsidised training programs



# CHC32015

## Certificate III in Community Services

### Outcomes:

Certificate III in Community Services prepares you for your career as a community services worker. You will build a strong foundation of skills and learn about the industry, while exploring different sectors to find the right community services career for you. You will develop a variety of skills including communicating with clients, collaboration, responding to and managing certain behaviours and learn to work with a diverse range of people to be able to provide individualised support for clients. This is a well rounded course giving students the opportunity to delve further into the community services sector developing a greater set of knowledge and skills to enhance confidence when working within the community.

### Disclaimer:

JobQuest does not in any way guarantee that a student will obtain employment by completing this training program

### Course structure:

To achieve this qualification you must complete a total of units

### Core units:

CHCCCS016 - Respond to client needs

CHCDIV001 - Work with diverse people

HLTWHS002 - Follow safe work practices for direct client care

HLTWHS006 - Manage personal stressors in the work environment

CHCCOM005 - Communicate and work in health or community services

### Elective Units:

HLTAID011 - Provide first aid

CHCGRP001 - Support group activities

CHCCOM001 - Provide first point of contact

CHCCCS009 - Facilitate responsible behaviour

HLTAID009 - Provide cardiopulmonary resuscitation

CHCEDU009 - Provide parenting, health and well-being education

CHCPRT001 - Identify and respond to children and young people at risk

**\*Other electives are available and can be tailored to suit clients in consultation with JobQuest**

### **Training Pathways:**

Traineeship, Assessment only, Recognition of prior learning, Fee for service.

Upon completion of this qualification learners could progress to a Certificate IV in Community Services.

Students may also take advantage of their learning to move into a more specialised position or qualification in the Aged Care, Child Care, Youth Work, Health or Disability sectors.

### **Delivery Mode:**

Employment Based\* - You complete the qualification whilst employed as a traineeship.

Classroom Based\* - You attend group workshops with other learners and complete the units in a classroom type environment.\*Subject to availability

### **Duration of Training:**

A traineeship is contracted for a 18 month period and part-time traineeships are for 3 years. This information is provided at indenture and enrolment.

Duration times for any fee-for-service courses or subsidised courses will be provided in pre-enrolment information and depend on the mode of delivery.

### **Eligibility:**

Eligibility requirements may apply for some government subsidised training programs

# FSK10219

## Certificate I in Skills for Vocational Pathways

### Outcomes:

Certificate I in Skills for Vocational Pathways aids students to build the fundamental skills for lifelong learning. Offering students an opportunity to learn through project based opportunities.

Students will develop literacy and numeracy and gain the confidence to reach their goals in a supported environment. Focusing on communication skills, reading, writing, numeracy and digital literacy this course offers a well rounded opportunity for students to be better equipped to participate in the workforce, the community, and further education and training.

Disclaimer:

JobQuest does not in any way guarantee that a student will obtain employment by completing this training program

### Course structure:

To achieve this qualification you must complete a total of units

### Core units:

FSKLRG008 - Use simple strategies for work related learning

### Elective Units:

FNSFLT212 - Develop and use a savings plan

FSKWTG006 - Write simple workplace information

SITXFSA001 - Use hygienic practices for food safety

FSKWTG005 - Write simple workplace formatted texts

FSKLRG003 - Use short and simple strategies for career planning

FSKOCM003 - Participate in familiar spoken interactions at work

FSKRDG007 - Read and respond to simple workplace information

FSKDIG002 - Use digital technology for routine and simple workplace tasks

FSKRDG005 - Read and respond to simple and familiar workplace procedures

FSKNUM008 - Use whole numbers and simple fractions, decimals and percentages for work

**\*Other electives are available and can be tailored to suit clients in consultation with JobQuest**



### **Training Pathways:**

Upon completion of this qualification learners could progress to the Certificate II in Skills for Work and Vocational Pathways or other Certificate II level qualification

### **Delivery Mode:**

Employment Based\* - You complete the qualification whilst employed as a traineeship.

Classroom Based\* - You attend group workshops with other learners and complete the units in a classroom type environment.\*Subject to availability

### **Duration of Training:**

Duration times for any Foundation Skills courses will be provided in pre-enrolment information and depend on how the specific program is designed.

The duration of the course will be sufficient to give every student the opportunity to learn the required skills and knowledge and complete the assessment tasks.

### **Eligibility:**

Eligibility requirements may apply for some government subsidised training programs

# FSK20119

## Certificate II in Skills for Work and Vocational Pathways

### Outcomes:

Certificate II in Skills for Work and Vocational Pathways aids students to build the fundamental skills for lifelong learning. Offering students an opportunity to learn through project based opportunities.

Students will develop and build on literacy, numeracy and digital skills while gaining confidence to set and achieve their goals in a supported environment.

This course offers a well rounded opportunity for students to create a training and employment plan, delving deeper into the world of work and strengthen their employability skills to be better equipped to participate in the workforce, the community, and identify future pathways for employment or vocational training.

Disclaimer:

JobQuest does not in any way guarantee that a student will obtain employment by completing this training program

### Course structure:

To achieve this qualification in full you must complete a total of 14 units, 1 core unit plus 13 elective units.

### Core unit:

FSKLRG011 Use routine strategies for work-related learning

### Elective Units:

BSBTEC101- Operate digital devices

FNSFLT212- Develop and use a saving plan

FNSFLT211- Develop and use a personal budget

FSKWTG005- Write simple workplace formatted texts

FSKWTG008- Complete routine workplace formatted texts

FSKRDG010- Read and respond to routine workplace information

FSKDIG003- Use digital technology for non routine workplace tasks

FSKLRG009- Use strategies to respond to routine workplace problems

FSKNUM018 - Collect data and construct routine tables and graphs for work

FSKOCM006 – Use oral communication skills to participate in workplace teams

FSKOCM004- Use oral communication skills to participate in workplace meetings

FSKOCM005 – Use oral communication skills for effective workplace presentations

FSKNUM014- Calculate with whole numbers and familiar fractions, decimals and percentages for work

**\*Other electives are available and can be tailored to suit clients in consultation with JobQuest**

### **Training Pathways:**

Upon completion of this qualification learners could progress to a vocational Certificate III level qualification via a traineeship pathway or further training.

### **Delivery Mode:**

Employment Based\* - You complete the qualification whilst employed as a traineeship.

Classroom Based\* - You attend group workshops with other learners and complete the units in a classroom type environment.\* Subject to availability

### **Duration of Training:**

Duration times for any Foundation Skills courses will be provided in pre-enrolment information and depend on how the specific program is designed.

The duration of the course will be sufficient to give every student the opportunity to learn the required skills and knowledge and complete the assessment tasks.

### **Eligibility:**

Eligibility requirements may apply for some government subsidised training programs