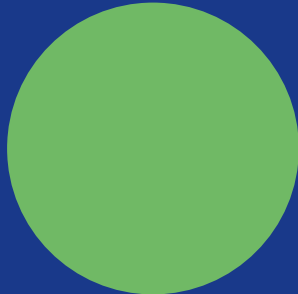
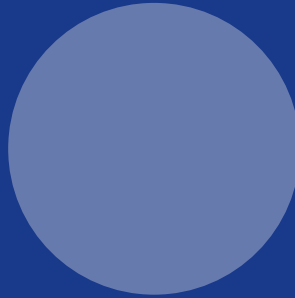
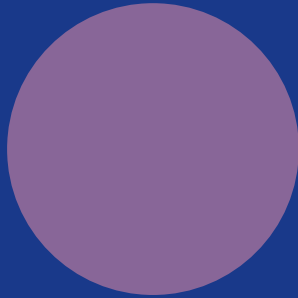




2024 COURSE GUIDE

YOUR FUTURE STARTS HERE



ETC NAMED AS LARGE TRAINING PROVIDER 2023 WINNER

RTO 6998

NSW Training Awards 2023
Be Recognised

Large Training Provider of the Year Winner



1800 007 400
etcltd.com.au | f X @ in



ACKNOWLEDGEMENT OF COUNTRY

ETC acknowledges Aboriginal and Torres Strait Islander Peoples as the First Peoples of this nation. We acknowledge the Traditional Custodians of the living lands where our services are delivered, and pay our respects to the Elders - past, present and future - of those communities.

ETC is committed to promoting reconciliation throughout our services and the ways we engage with the community. Through our Reconciliation Action Plan, we wish to contribute to creating a fairer and more equitable society in our regions of operation and support the resolution of Reconciliation Australia and the Australian Government to contribute to “Closing the Gap” – particularly in our core business areas of employment and skill development.

CONTENTS

04

Why train with ETC?

06

ETC Training
- At a glance

08

ETC Locations

10

Micro-credentials

11

Innovative Industry
Training Programs

13

Training Delivery
Modes and
Subsidised Training

14

School based
Apprenticeships
& Training



16

Business, Management
and Leadership

20

Community Services

23

Early Childhood

24

Retail

26

Hospitality

Information within this Course Guide is correct as of January 2024.

WELCOME

ETC delivers fun and flexible training that is closely aligned with industry to provide practical learning for all students.

At ETC, we give our students the best opportunity to learn new skills in business and leadership, individual support (aged care and disability), community services, health, retail, hospitality and early childhood.

We know that to be successful in these industries you need a balance of expert knowledge and hands-on experiences.

Our training programs and short courses are designed to provide you with the skills and confidence to excel in your chosen field and open doors to employment and promotion.

All the best for your learning journey with ETC!



Catherine Hull
General Manager - Training



WHY TRAIN WITH ETC?

ETC works closely with industry to develop specialised training programs that meet employers' current and future needs. Our training is delivered in the workplace, classroom and online by experienced trainers who have extensive industry experience.

Our training courses are structured to maximise the learning experience for our students which leads to high completion rates and strong employment outcomes.

ETC is a community oriented, not-for-profit provider of employment, training and business services. ETC has been operating since 1989 and services cities and towns along the East Coast of Australia from the NSW Hunter region all the way up to Bundaberg Queensland, as well as inland New South Wales around the New England North West region.

During 2023/24, ETC enrolled 4000 learners into our training courses. We delivered a range of accredited and non-accredited courses, certificates, diplomas, and traineeships in Hospitality, Retail, Business and Community Services.

We help people in many different situations to overcome their personal challenges and develop the skills they need to find sustainable employment.

NSW LARGE TRAINING PROVIDER OF THE YEAR



We are thrilled to announce that ETC has been named the 2023 Large Training Provider of the Year!

Damon Munt, ETC's CEO said ETC was thrilled to win this award. "We are honoured to receive this award. It highlights our organisation's passion and dedication to become a leader in the vocational education and training (VET) sector," he said.

At ETC, we offer a range of innovative training solutions, including retail industry training, work preparation courses, and nationally recognised qualifications through their Registered Training Organisation (RTO 6998).

We specialise in helping disadvantaged learners upskill and increase their employability, by running inclusive training courses that are fun, flexible and grounded in real-world experience so students can learn by doing.

Our specialised training programs are developed around local skills shortages and high-emplying industries, which improves outcomes for ETC's students.

This is the first time we have won the NSW Large Training Provider of the Year, although we have previously won the Small Training Provider Category on three occasions.

Catherine Hull, ETC's General Manager – Training said, "We are committed to empowering people through employment, business growth and skills development."



NSW Training Awards 2023

Be Recognised

Large Training Provider of the Year Winner

ETC also offers Workforce Australia training programs – Career Transition Assistance and Self-Employment Assistance.

Our vision is to make a positive impact on people's lives and our mission is to strengthen the community through engagement and support.

"We help people in many different situations to overcome their personal challenges and develop the skills they need to find sustainable employment," Ms Hull said.

***Pictured above:** Catherine Hull receiving the award on behalf of ETC with Chloe Read, Deputy Secretary, Education and Skills Reform, at the 2023 NSW Training Awards.*

ETC TRAINING AT A GLANCE

Our flexible course options allow you to follow your interests while preparing for a career full of opportunities. Here are some of our key benefits and features as part of training with ETC.



9
REGIONS
ETC'S FOOTPRINT
COVERS NSW & QLD



1st
**TOP NSW
TRAINING PROVIDER**
ETC WON THE LARGE TRAINING
PROVIDER OF THE YEAR IN 2023



12
TRAINING CENTRES
ETC TRAINING ALLOWS YOU
TO STUDY & LEARN
REAL-WORLD SKILLS



9,062
ENROLMENTS
ACROSS ETC TRAINING
COURSES, CERTIFICATES &
TRAINEESHIPS IN 2022/23



598
TRAINEESHIPS
WERE STARTED
IN 2022/23 WITH ETC



2,949
JOB SEEKERS
WERE ENGAGED AT ETC
IN TRAINING IN 2022/23



39
QUALIFICATIONS
ACROSS HOSPITALITY, RETAIL,
BUSINESS, COMMUNITY
SERVICES & HEALTH SUPPORT



3,954
GRADUATES
COMPLETED TRAINING
WITH ETC IN 2022/23



FLEXIBLE STUDY OPTIONS

ETC HAS LONG-DISTANCE
AND DIGITAL TRAINING
OPTIONS AVAILABLE



WE CARE FOR OUR COMMUNITY

ETC HAS PROVIDED OVER
\$2 MILLION IN FUNDING TO
COMMUNITY ORGANISATIONS



INDIGENOUS SUPPORT

ETC OFFERS SUPPORT FOR
ABORIGINAL AND TORRES
STRAIT ISLANDER STUDENTS



REAL WORLD EXPERIENCE

ETC PROVIDES WORK EXPERIENCE
PLACEMENTS GETTING YOU
JOB READY FROM DAY ONE



AWARD WINNING TRAINING

AMONGST MANY ACHIEVEMENTS,
ETC HAS WON THE SMALL TRAINING
PROVIDER WINNER IN 2013 AND 2016



SCHOLARSHIPS

IN 2023 ETC LAUNCHED ITS
FIRST NATIONS SCHOLARSHIP
PROGRAM AND SUPPORTED 3
RECIPIENTS WITH \$2,500 EACH



JOIN OUR NETWORK

WHEN YOU STUDY WITH
ETC - OUR NETWORK
BECOMES YOURS



TOP TRAINERS

OUR TEAM OF TALENTED
ACCREDITED TRAINERS COME WITH
REAL-LIFE INDUSTRY EXPERIENCE



STUDY AT SCHOOL

ETC PROVIDES SCHOOL-BASED
APPRENTICESHIPS AND TRAINEESHIPS



WE SUPPORT YOU

ETC OFFERS SUPPORT TO OUR STUDENTS
FROM PRE-ENROLMENT TO GRADUATION



WE'RE HERE FOR YOU

Over the years, ETC has grown and expanded its footprint due to the ongoing success of our employment and training programs.

We now provide services across 43 sites along the East Coast of Australia from the NSW Hunter region all the way up to Bundaberg Queensland, as well as inland New South Wales around the New England North West region.

ETC offers a range of training options in various industries such as hospitality, retail, business, community services, and health support.

We deliver this training in 9 regions across NSW and QLD; and have 12 training centres across Australia as well as digital training options.

Additionally, ETC provides School-based apprenticeships and traineeships throughout NSW and QLD - read more about this on page 14.

KEY TRAINING LOCATIONS





ETC SERVICE AREA

This map includes our ETC offices, co-sharing sites and outreach service areas.

WIDE BAY SUNSHINE COAST

- Caloundra
- Gympie
- Maroochydore
- Maryborough
- Nambour
- Noosaville
- Pialba
- Bundaberg

SOMERSET

- Chermside
- Caboolture
- Deception Bay
- Kippa-Ring
- Mitchelton
- Nundah
- Strathpine

BRISBANE SOUTH EAST

- Beenleigh
- Browns Plains
- Capalaba
- Logan Central
- Stones Corner
- Upper Mount Gravatt
- Wynnum

WIVENHOE

- Ipswich
- Springfield Central
- Goodna
- Richlands

GOLD COAST

- Coomera
- Helensvale
- Miami
- Nerang
- Palm Beach
- Southport
- Tweed Heads South

NORTH COAST

- Ballina
- Byron Bay
- Casino
- Lismore
- Grafton
- Murwillumbah

MID NORTH COAST

- Coffs Harbour
- Kempsey
- Nambucca Heads
- Port Macquarie
- Wauchope
- Tuncurry
- Taree

NEW ENGLAND NORTH WEST

- Armidale
- Tamworth
- Inverell
- Glen Innes

HUNTER

- Charlestown
- Cessnock
- Maitland
- Mayfield
- Newcastle
- Raymond Terrace
- Toronto

MICRO-CREDENTIALS

Our Micro-credentials are nationally accredited units designed for people seeking employment, employees wanting to up-skill, industry professionals, novices and those of you who are somewhere in between.



SITHFAB021

Provide responsible service of alcohol (RSA)

Responsible service of alcohol (RSA) course covers all levels of sales personnel involved in the sale, service and promotional service of alcohol in licensed premises. Those selling and serving alcohol may include: food and beverage attendants, retail liquor sales persons, winery, brewery and distillery cellar door staff and supplier sales representatives.



SITHGAM022

Provide responsible gambling services (RCG)

Responsible gambling services (RCG) must be provided wherever gambling activities are undertaken. In the hospitality industry, the gambling environment is usually referred to as the gaming area and is provided in a range of venues such as hotels, motels, clubs, pubs and casinos. The responsible provision of gambling services is an essential underpinning skill for all hospitality personnel involved in the sale and service of gambling activities in licensed premises.



SITXFSA005

Safe Food Handling – Use hygienic practices for food safety

This course covers basic food safety practices such as personal hygiene and conduct, food handling, housekeeping and waste disposal.



SITHFAB025

Barista - Prepare and serve espresso coffee

This hands-on course will help you develop your Barista skills. Safe Food Handling is a pre-requisite for this course.



HLTAID011

Provide First Aid

This course describes the skills and knowledge required to provide a first aid response to a casualty in line with first aid guidelines determined by the Australian Resuscitation Council (ARC) and other Australian national peak clinical bodies.



HLTAID009

Provide Cardiopulmonary Resuscitation (CPR)

This course describes the skills and knowledge required to perform cardiopulmonary resuscitation (CPR) in line with the Australian Resuscitation Council (ARC) Guidelines.



SITHFAB021 - Provide Responsible Service of Alcohol
SITHGAM022 - Provide responsible gambling services
SITXFSA005 - Use hygienic practices for food safety

Get Set 4 Hospitality

Gain the skills & confidence to enter the hospitality industry with this practical 4-day program. Upon successful completion, you will gain your RSA, RCG plus Safe Food Handling skills and an introduction to barista skills.



SITSS00069

Food Safety Supervision Skill set

Meet your legal requirements and protect your customers with a Food Safety Supervision (FSS) course. By law, most Australian food businesses must employ at least one FSS per premises. A FSS is trained to recognise and prevent risks associated with food handling in a retail food business they train and supervise other people in the business about safe food handling. *A FSS certificate must be renewed - please check with your state regulatory body for licensing requirements.*

INNOVATIVE INDUSTRY TRAINING PROGRAMS

ETC has a suite of programs that have been designed in consultation with industry to meet employers' needs and maximise the learning experience for students.

ETC provides a number of essential micro-credentials associated with industry. These courses will help you to develop skills employers are looking for in high employing industries such as Community Services.

Micro-credentials offered include:

WORKIT.
TRAIN | UPSKILL | WORK

COMMUNITY SERVICES

Intro2Care

(Statement of Attainment in CHC33021 - Certificate III in Individual Support)

Our Intro2Care micro-credential provides nationally recognised training for working in the Aged Care or Disability sector. It can assist you in gaining the skills and knowledge to communicate clearly and compassionately, to organise, provide personalised support, monitor support services within an individual plan and to create a safe environment for both you and the people in your care.

- CHCCS031 Provide individualised support
- CHCCOM005 Communicate and work in health or community services
- HLTWHS002 Follow safe work practices for direct client care



BUSINESS

Intro2Business

(Statement of Attainment in BSB20120 - Certificate II in Workplace Skills)

Our Intro2Business micro-credential is designed to give you a great head start to enter the workforce, covering working healthily and safety, assisting in responding to incidents, as well as improving your communication, planning and organisational skills.

- BSBWHS211 Contribute to the health and safety of self and others
- BSBCMM211 Apply communication skills
- BSBPEF101 Plan and prepare for work readiness



Intro2Computer Skills

(Statement of Attainment in BSB20120 - Certificate II in Workplace Skills)

ETC's Intro2Computer Skills micro-credential will introduce the basics of using computer software to organise electronic information.

- BSBTEC201 Use business software applications

Intro2Call Centre Customer Service Operations

(Statement of Attainment in BSB20120 - Certificate II in Workplace Skills)

Our Intro2Call Centre Customer Service Operations is a micro-credential especially designed to assist you communicate and create relationships with customers, identify and deliver their needs and process and document their feedback using software applications.

- BSBTEC201 Use business software applications
- BSBOPS203 Deliver a service to customers
- BSBCMM211 Apply communication skills

INNOVATIVE INDUSTRY TRAINING PROGRAMS

RETAIL



Intro2Retail

(Statement of Attainment in SIR30216 - Certificate III in Retail)

Our Intro2Retail micro-credential combines the basic skills and knowledge needed to get entry into - or improve your performance in - the busy retail sector, covering sales, customer service basics, knowledge of policies and procedures and basic workplace health and safety principles.

- SIRXWHS002 Contribute to workplace health and safety
- SIRXIND001 Work effectively in a service environment
- SIRXSL001 Sell to the retail customer

HOSPITALITY



Café Culture

(Statement of Attainment in SIT30622 - Certificate III in Hospitality)

Our Café Culture micro-credential is designed to get you up and running in the dynamic café industry, by teaching you the skills you need to grind, prepare and serve a variety of commercial coffees, as well as use essential hygiene practices.

- SITHFAB025 Prepare and serve espresso coffee
- SITXFSA005 Use hygienic practices for food safety

Bar & Barista

(Statement of Attainment in SIT30622 - Certificate III in Hospitality)

ETC's Bar and Barista micro-credential is a wonderful all-rounder introduction to hospitality, covering preparation of coffees, both alcoholic and non-alcoholic beverages as well as the foundations of hygienic practices.

- SITHFAB025 Prepare and serve espresso coffee
- SITXFSA005 Use hygienic practices for food safety
- SITHFAB024 Prepare and serve non-alcoholic beverages
- SITHFAB021 Provide responsible service of alcohol

Intro2Cookery

(Statement of Attainment in SIT30622 - Certificate III in Hospitality)

Our Intro2Cookery micro-credential is a great preparation for working in commercial kitchens and cafes. It covers workplace safety practices, including knife skills and hygienic practices, while giving hands-on experience in the preparation of sandwiches.

- SITXWHS005 Participate in safe work practices
- SITXFSA005 Use hygienic practices for food safety
- SITHCCC025 Prepare and present sandwiches
- Knife skills (non-accredited)

Intro2General Services

(Statement of Attainment in SIT30622 - Certificate III in Hospitality)

ETC's Intro2General Services micro-credential is a great preparation to a wide variety of positions in the service industry. It covers the skills and knowledge required to safely carry out general cleaning duties, including setting up cleaning equipment and using hygienic practices around food.

- SITXFSA005 Use hygienic practices for food safety
- SITXWHS05 Participate in safe work practices
- SITHACS009 Clean premises and equipment

EARLY CHILDHOOD



Intro2Early Childhood

(Statement of Attainment in CHC30121 - Certificate III in Early Childhood Education and Care)

Our Intro2Early Childhood micro-credential can provide you with the opportunity to start a rewarding career working with children. You'll gain the skills and knowledge to care for and educate young children and be a source of inspiration to allow them to learn, grow and connect to their world.

- CHCECE036 Provide experiences to support children's play and learning
- CHCECE037 Support children to connect with the natural environment
- HLTWHS001 Participate in workplace health and safety

TRAINING DELIVERY MODES

Our courses are available in the following formats:



Blended

Training that features a combination of delivery modes.



Workplace

Training delivered on-the-job in your workplace and supported by formal assessments.



Digital

Training and assessment delivered electronically including trainer support.



Workshop

Training and assessment provided in a classroom based learning environment.



Self-paced

Training can be commenced at any time and you work through the training materials and resources at your own pace. Your trainer/assessor will make regular contact with you to provide support and monitor progress.

Subsidised Training Opportunities

ETC has secured a range of government funding to subsidise many of our training courses. Where government funding is available this will be indicated in our course guide via reference to the funding sources/symbols shown below. *Eligibility requirements apply.*

NSW

NSW students only

Training is subsidised by the NSW Government



Funding is provided by the Queensland government under the Certificate 3 Guarantee and Higher Level Skills programs

QLD

QLD Students Only

Training is subsidised by the QLD Government



All qualifications offered by ETC are Nationally Recognised Training courses

There's never been a better time to start a Traineeship

FEE-FREE TRAINING*

Traineeships are a proven pathway to well-paid jobs in a diverse range of careers. They enable you to gain industry experience and formal qualifications through on-the-job training.

Fee-free traineeships may also apply.*

For further information:

Call **1800 007 400** to speak to a Training Manager in your location.

*Under the NSW Government's Fee Free Traineeship initiative, most NSW trainees commencing their training after 1 January 2020 will be eligible for fee free training.

SCHOOL-BASED APPRENTICESHIPS & TRAINEESHIPS



SCAN HERE
TO LEARN MORE

School-based apprenticeships and traineeships are more than just part-time jobs - they are a great way for students to set themselves up for a career while learning invaluable, real-life workplace skills and hands-on industry experience.

NSW - SBATS

School-based apprenticeships and traineeships (SBATs) are available to NSW Year 10, 11 and 12 high school students. They allow students to commence a traineeship or an apprenticeship while at school.

A school-based apprenticeship or traineeship combines paid work, training and school, and an industry-recognised national qualification. Plus, students can gain credit towards their HSC.

Some apprenticeships and traineeships can contribute towards the ATAR.

Course delivery

Courses can be delivered flexibly, on-the-job or off-the-job, through face-to-face, digital or blended delivery options. The SBAT term is calculated in months from the date of commencement to 31 December of the HSC year.

Commitment required

Students will need to undertake a minimum of 100 days in paid employment plus the formal training to complete the qualification.

The employment and training can be undertaken during school time, after school and during school holidays.

How will they be assessed?

Both on and off-the-job through written tests, project work and practical exercises.

Eligible Qualifications

BSB20120 - Certificate II in Workplace Skills
BSB30120 - Certificate III in Business
CHC30121 - Certificate III in Early Childhood Education and Care
CHC33021 - Certificate III in Individual Support
SIR20216 - Certificate II in Retail Services
SIR30216 - Certificate III in Retail
SIT20322 - Certificate II in Hospitality
SIT20421 - Certificate II in Cookery

QLD - SAT'S

School-based apprenticeships and traineeships (SATs) allow high school students (usually in Years 10, 11 or 12) to earn a wage, train towards a nationally recognised qualification and study towards their Queensland Certificate of Education (QCE) at the same time.

Course delivery

Courses can be delivered flexibly, on-the-job or off-the-job, through face-to-face, digital or blended delivery options. Training can count towards final QCE credit points. Credits are based on the number of competencies (knowledge or skills learned in a workplace) a student completes and/or the number of hours they have worked.

Commitment required

Students are required to work at least 7.5 hours a week, averaged over every three months, for every 12 months of their training contract. For example, if students can't work during exams, they can work more hours during the school holidays.

How will they be assessed?

Both on and off-the-job the job through written tests, project work and practical exercises.

Eligible Qualifications

BSB20120 - Certificate II in Workplace Skills
BSB30120 - Certificate III in Business
CHC33021 - Certificate III in Individual Support
SIT30622 - Certificate III in Hospitality

NOW'S THE TIME

TO RECRUIT A TRAINEE WITH ETC!

You could be eligible for financial incentives on your trainee wages.

- ✓ Employing the right candidate can improve your productivity and bottom line
- ✓ Training is customised to meet your business objectives



Yes Chef

— COOKERY APPRENTICE PROGRAM —

There's never been a better time to recruit an Apprentice Chef with ETC.

- ✓ Training and Assessment is delivered in the workplace. We come to you!
- ✓ You have control over how your Apprentice is trained
- ✓ You decide what areas of training your Apprentice most needs
- ✓ Rolling intakes so your Apprentice can start at any time

Contact ETC to learn about all employer incentives.

BUSINESS, MANAGEMENT AND LEADERSHIP

A career in business means opportunities. With us, you will get more than your usual business training. ETC's business courses will give you all you need with the latest course content and technology. Best of all, they're also extremely flexible in their delivery. All training offered by ETC are Nationally Recognised Training courses.

Certificate II in Workplace Skills



Course Code: BSB20120

Delivery Mode: **B**

Subsidised: **NSW** **QLD**

This qualification reflects the role of individuals in a variety of entry-level Business Services job roles. It also reflects the role of individuals who have not yet entered the workforce and who are developing the necessary practical, self-management, operational and technological skills in preparation for work.

Core subject areas include:

- Communication skills
- Time management
- Health and safety
- Sustainable work practices
- Work effectiveness

What jobs does this qualify me for?

The Certificate II in Workplace Skills is designed to help you develop skills to enter the workforce or to work in a variety of entry-level Business Services job roles

Pathway

- BSB30120 - Certificate III in Business

In addition to this stand-alone qualification, the Certificate II in Workplace Skills is also presented in the Boost 4 Youth program for students 16–24.

Certificate III in Entrepreneurship and New Business



Course Code: BSB30220

Delivery Mode: **B**

Subsidised: **NSW**

The Certificate III in Entrepreneurship and New Business is designed for people establishing or carrying on business as a sole trader or contractor, as well as those supporting the establishment of a new venture as part of a larger organisation.

Core subject areas include:

- Business opportunities
- Business proposals
- Finances
- Compliance requirements

What jobs does this qualify me for?

Owner or operator of a small or micro business.

Pathway

- BSB40520 - Certificate IV in Leadership and Management
- BSB40120 - Certificate IV in Business
- BSB40320 - Certificate III in Entrepreneurship and New Business



Certificate III in Business



Course Code: BSB30120

Delivery Mode:



Subsidised: **NSW** **QLD**

The Certificate III in Business will provide you with skills in critical thinking, communication, presentation of information and teamwork. You will also learn how to assist in creating a more sustainable, organised, inclusive and safe work environment.

Core subject areas include:

- Critical thinking
- Personal wellbeing
- Sustainable work practices
- Inclusivity
- Communication

What jobs does this qualify me for?

Jobs relevant to this qualification include a variety of positions in Business Administration, Business Technology, Customer Engagement, Data Entry and Information Management.

Pathway

- BSB40120 - Certificate IV in Business
- BSB40520 - Certificate IV in Leadership and Management

Certificate IV in Business



Course Code: BSB40120

Delivery Mode: **B**

Subsidised: **NSW**

The Certificate IV Business can assist you in developing the communication, critical thinking, problem-solving, analytical, relational and organisational skills needed to succeed in a variety of business roles. The Certificate IV in Business is designed for those in leadership or guidance roles and those who have responsibility for others' work.

Core subject areas include:

- Critical thinking
- Digital collaborative technologies
- Business relationships
- WHS
- Documentation writing
- Communication strategies

What jobs does this qualify me for?

- Analyst
- Office Administrator
- Personal Assistant

Pathway

- BSB50420 - Diploma of Leadership and Management

Certificate IV in Leadership and Management



Course Code: BSB40520

Delivery Mode: **B**

Subsidised: **NSW**

The Certificate IV in Leadership and Management is designed for those wanting to take on more guidance, support, leadership, organisation and management responsibilities within a variety of enterprise and business contexts. This qualification may assist you in analysing and evaluating information from a variety of sources and applying solutions to both predictable and unpredictable problems.

Core subject areas include:

- Leadership in the workplace
- Workplace relationships
- Operational planning
- Communication strategies
- Team leadership

What jobs does this qualify me for?

Leaders, managers, those providing guidance or support or who want to open opportunities within the business world.

Pathway

- BSB50420 - Diploma of Leadership and Management



Wanting your career to take off?

Enrol in ETC's Fee-Free* Boost 4 Youth program!

Gain a Certificate II in Workplace Skills (BSB20120) and a stack of other skills!
This program is especially designed for 16-24 year olds.

**Eligibility criteria apply. This training may be subsidised by the NSW Government.*

BUSINESS, MANAGEMENT AND LEADERSHIP

Certificate IV in Entrepreneurship and New Business



Course Code: BSB40320

Delivery Mode: **B**   

Subsidised: **NSW**

This qualification will assist individuals in establishing or operating a business providing self-employment, as well as those establishing a new venture as part of a larger organisation.

These individuals will gain skills and a broad knowledge base to solve a range of unpredictable problems and analyse and evaluate information from a variety of sources. They may provide leadership and guidance to others and have responsibility for the output of others.

Core subject areas include:

- Researching and developing a business plan
- Planning finances
- Marketing a new business
- Legal and risk obligations of a new business

What jobs does this qualify me for?

- Owner or operator of a small or micro business

Diploma of Leadership and Management



Course Code: BSB50420

Delivery Mode: **B**  

Subsidised: **NSW**

The Diploma of Leadership and Management will assist you in gaining the knowledge, practical skills and experience to lead and manage across a range of enterprise and industry contexts.

These include those needed to communicate with and support others to meet objectives; to plan, organise, implement and monitor workloads and to identify, analyse and synthesise information from a variety of sources in order to plan, design, apply and evaluate solutions to unpredictable problems.

Core subject areas include:

- Influential communication
- Facilitation of critical thinking
- Workplace relationships
- Operational planning
- Emotional intelligence
- Effective teamwork

What jobs does this qualify me for?

- Business
- Enterprise and industry leader
- Manager

Pathway

- BSB60420 - Advanced Diploma of Leadership and Management

SCAN HERE
TO LEARN MORE



LOOKING FOR AN EDGE IN TODAY'S SUPER COMPETITIVE BUSINESS WORLD?

Whether you're looking to work in a business, start your own business or lead and manage a team of people, ETC's business, management and leadership courses are for you. Our courses include work placements in a real-life business environment, and a strong emphasis on practical theory; through case studies, problem-solving tasks, project and teamwork.

Our management and leadership courses are also designed to help you gain formal recognition for existing skills and experience and help you take your career to the next level.

DREAMING OF STARTING YOUR OWN BUSINESS?

The Self-Employment Assistance program is catered to support aspiring small business owners to create a thriving and successful business.

ETC has a proud history of helping people start their own business and offers valuable support to turn their business idea into reality. ETC delivers this program in the Hunter, New England North-West and North Coast regions of NSW. Gold Coast, Brisbane South-East, Wivenhoe, Somerset and Widebay Sunshine Coast regions of QLD.

Self-Employment Assistance can help by providing:

- Interactive group workshops to explore Self-Employment
- Accredited small business training, including the development of a Business Plan
- Personalised mentoring and support from ETC for 12 months
- Self-Employment Assistance Allowance for up to 39 weeks and Self-Employment Assistance Rental Assistance for up to 26 weeks (if eligible)



ARE YOU AN EXISTING SMALL BUSINESS OWNER IN NEED OF SUPPORT?

Workforce Australia – Self-Employment Assistance is a service that can help you turn your existing small business into a viable business. The program allows you to choose the level of support that meets your needs and the needs of your small business.

SCAN to learn
more about ETC's
business programs



*ETC only provides Self-Employment Assistance in certain locations.
Please visit our website to find out more: etcltd.com.au/self-employment-assistance*

COMMUNITY SERVICES

We offer a wide range of options within community services such as ageing, disability, employment services, childcare and youth work. As a result, ETC's community services courses will give you a head start in commencing your career in the caring and community sector. All training offered by ETC are Nationally Recognised Training courses.

Certificate III in Individual Support



Course Code: CHC33021

Delivery Mode: **B**

Subsidised: **NSW** **QLD**

The Certificate III in Individual Support qualification will enable you to provide person-centred support to people who may require support due to ageing, disability or some other reason. You will have developed a range of factual, technical and theoretical knowledge required to provide person-centred support. Students are required to complete 120 hours of industry placement during the course duration.

Core subject areas include:

- Providing individualised support to empower clients to reach their goals
- Supporting wellbeing and independence
- Tailor support to clients with diverse needs
- Create safe and supportive work practices

What jobs does this qualify me for?

- Accommodation Support Worker
- Care Worker
- Community Care Worker
- Family Support Worker
- Home Care Assistant
- In-Home Respite Worker
- Residential Care Worker
- Residential Support Worker

Pathway

- CHC43015 - Certificate IV in Ageing Support
- CHC43121 - Certificate IV in Disability Support

Certificate IV in Ageing Support



Course Code: CHC43015

Delivery Mode: **B**

Subsidised: **NSW** **QLD**

This qualification will provide you with the skills and knowledge to complete specialised tasks and functions in aged services; either in residential, home or community based environments.

Core subject areas include:

- Providing person-centered care and strengths-based practice
- How to coordinate services and interventions
- To provide support to palliative clients and clients with dementia
- How to honour the rights of the elderly to live dignified lives

What jobs does this qualify me for?

- Accommodation Support Worker
- Assistant Hostel Supervisor
- Care Supervisor
- Community Program Coordinator
- Personal Care Assistant Worker

Pathway

- CHC52021 - Diploma of Community Services



Certificate IV in Disability Support



Course Code: CHC43121

Delivery Mode: **B**

Subsidised: **NSW** **QLD**

This qualification will enable you to work in a range of community settings and clients' homes. You will promote a person-centred approach, work without direct supervision and may be required to supervise and/or coordinate a small team.

Core subject areas include:

- Develop and provide individualised, person-centred support
- Promote the empowerment of people with a disability
- Manage legal and ethical compliance and follow safe work practices

What jobs does this qualify me for?

- Behavioural Support Officer
- Community Development Officer
- Day Support Disability Officer
- Disability Service Officer
- Disability Support Assistant (Schools)

Pathway

- CHC52021 - Diploma of Community Services



Learn more about the ETC Community Services training and meet some of our participants.

Certificate IV in Community Services



Course Code: CHC42021

Delivery Mode: **B**

Subsidised: **NSW** **QLD**

This qualification reflects the role of community service workers who design and deliver person-centred services to individuals and/or groups. Workers may provide support, advocacy or interventions to individual clients, groups or communities across a range of services.

Core subject areas include:

- Build supportive relationships with people accessing services, their carers and family members
- Engage in interventions
- Plan and conduct group activities
- Gain experience working within a community development strategic framework

What jobs does this qualify me for?

- Aboriginal Health Education Officer
- Case Worker (Community Services)
- Domestic Violence Worker
- Early Intervention Homelessness Worker
- Family Support Worker
- Health Education Officer
- Phone Advice Worker
- Welfare Rights Worker
- Women's Health Educator
- Court Support Worker

Pathway

- CHC52021 - Diploma of Community Services

COMMUNITY SERVICES

LEARN THE RIGHT SKILLS TO HELP PEOPLE

Our course delivery is flexible. In short, study ETC's community services courses online, in the workplace or in a workshop environment. We work with you to suit your needs. Our courses include work placements that give you real experience in a real-life environment.

Working in the community services sector is all about delivering person-centred services to individuals and/or groups. You'll need to be caring with a practical approach and be prepared to get involved with all kinds of stressful situations. It's demanding work but very rewarding.

Training in this industry will provide you with the necessary foundations to embark on a care-giving career.

SCAN HERE
TO LEARN MORE



Certificate IV in Employment Services



Course Code: CHC41115

Delivery Mode: **B**   

Subsidised: **NSW** **QLD**

This qualification covers workers who provide a range of programs and services to individuals and groups of clients and employers to support them in locating, securing and maintaining suitable employment.

Workers at this level need an understanding of access and equity issues including cultural diversity, Aboriginal and/or Torres Strait Islander and disability issues and to work with local communities in the provision of services.

Core subject areas include:

- Build supportive and caring relationships with clients, their carers, and family members
- Employ strategies to assist clients, groups and communities
- Engage with a range of diverse clients and communities
- Develop and maintain professional networks

What jobs does this qualify me for?

- Employment Consultant
- Case Worker
- Jobs Advisor

Pathway

- CHC52021 - Diploma of Community Services

Certificate IV in Youth Work



Course Code: CHC40421

Delivery Mode: **B**   

Subsidised: **NSW** **QLD**

This qualification reflects the role of workers who develop and facilitate programs for young people through a range of community-based programs designed to address the social, behavioural, health, welfare, developmental and protection needs of young people. This work may be undertaken through employment in community, government and youth sector agencies and workers will be:

- responsible for implementing policies and guidelines of the employing organisation
- largely self-directed with fairly autonomous decision-making capacity under the indirect supervision of a manager

Core subject areas include:

- Communicate and interact respectfully with young people
- Provide a range of services for young people
- Identify and respond to critical situations
- Assist young people to make positive choices
- Work with a diverse range of young people

What jobs does this qualify me for?

- Youth Worker
- Case Worker
- Employment Consultant
- Community Services Advisor
- Jobs Advisor

Pathway

- CHC52021 - Diploma of Community Services
- CHC50421 - Diploma of Youth Work

EARLY CHILDHOOD

Certificate III in Early Childhood Education & Care



Course Code: CHC30121

Delivery Mode: **B** 

Subsidised: **NSW**

This qualification will provide you with the skills to care for children and encourage their development in a safe and supportive environment. If you are looking to work as a nanny, childcare assistant or early childhood educator, this qualification is ideal.

Core subject areas include:

- Support the health and safety of babies and children
- Reinforce good nutrition and positive meal experiences
- Use an approved learning framework
- Support holistic development through play and learning
- Recognise and respond to children at risk
- Perform emergency first aid
- Promote cultural competence

What jobs does this qualify me for?

- Childcare Worker
- Early Childhood Educator
- Nanny

Pathway

- CHC50121 - Diploma of Early Childhood Education and Care

Diploma of Early Childhood Education & Care



Course Code: CHC50121

Delivery Mode: **B**   

Subsidised: **NSW**

If you are currently working in the childcare sector or are interested in acquiring skills that will allow you to be responsible for designing and implementing curriculum in early childhood education and care services this course is for you.

Core subject areas include:

- Grow your educational leadership skills
- Create programs that foster creativity in children
- Work in collaboration with families and communities

What jobs does this qualify me for?

- Child Care Worker
- Childcare Centre Manager
- Family Day Care / OSHC Manager or Co-ordinator
- Director

Pathway

- Bachelor of Early Childhood Education and Care (Birth 5)

LOOKING FOR AN EDGE IN THE EARLY CHILDHOOD INDUSTRY?

Training in the childcare industry will develop your skills and knowledge required to provide care for individuals and groups of children, and to plan activities facilitating their leisure and play, enabling them to achieve their developmental outcomes.

SCAN HERE TO LEARN MORE



Learn more about the ETC Early Childhood training and meet some of our participants.



RETAIL

Retail is the second largest industry in Australia, and is the biggest employer of women and youth. This demonstrates the strength of the retail industry and also its ability to offer many opportunities. Gaining a relevant retail qualification and work placement experience will guarantee you stand out from the rest. If you're already working in retail but want to progress your career, a retail management qualification will really help make that happen. All training offered by ETC are Nationally Recognised Training courses.

Certificate II in Retail Services



Course Code: SIR20216

Delivery Mode: **B**   

Subsidised: **NSW**

Gain the skills and knowledge to be competent in a range of activities and functions requiring basic retail operational knowledge and practical skills. Work would be undertaken in various retail store settings, such as specialty stores, supermarkets, department stores and retail outlets. Individuals may work with some autonomy or in a team but usually under close supervision.

Core subject areas include:

- Engage and interact with customers
- Manage feedback and complaints
- Use technology including Point of Sale and scanning
- Receive and handle stock and deliveries
- Observe safety protocols in the workplace

What jobs does this qualify me for?

- Sales Assistant
- Customer Service Assistant

Pathway

- SIR30216 - Certificate III in Retail
- SIR40316- Certificate IV in Retail Management

Certificate III in Retail



Course Code: SIR30216

Delivery Mode: **B**   

Subsidised: **NSW**

Certificate III in Retail will teach you how to be competent in retail operations and/or supervision. Work would include settings such as specialty stores, supermarkets, department stores and retail fast food outlets. You will need to apply discretion and judgement and you may be responsible for others within a store team.

Core subject areas include:

- Develop customer relationships and loyalty
- Work productively in a team
- Work effectively in a service environment
- Recognise and respond to security risks
- Promote workplace health and safety

What jobs does this qualify me for?

- Sales Assistant
- Customer Service Assistant

Pathway

- SIR40316 - Certificate IV in Retail Management



Certificate IV in Retail Management



Course Code: SIR40316

Delivery Mode: **B**

Subsidised: **NSW**

This qualification provides the skills and knowledge for an individual to be competent in frontline management and work in a retail or business-to-business environment. It applies to those who are managing a small retail outlet, a section or department within a larger retail store, a small business-to-business outlet, or a section or department within a larger business or franchise.

Core subject areas include:

- Communicate productively with staff and customers
- Work with store financials including budgeting
- Carry out strategies to achieve store productivity goals
- Work safely and establish the safe operation of your store
- Develop and implement rosters

What jobs does this qualify me for?

- Store Manager
- Department Manager
- Merchandise Manager
- Sales Manager
- Customer Service Manager
- Shift Manager



Learn more about the ETC Retail training and meet some of our participants.

THE RETAIL SECTOR IS ONE OF AUSTRALIA'S LARGEST EMPLOYERS WITH ABOUT 1.3 MILLION WORKING IN THE INDUSTRY.

This industry provides many opportunities to work part-time with half working full-time. Most Retail workers are in trade, accommodation and food services, and manufacturing. Retail tends to promote from within but even if you have the relevant experience, a retail management qualification could make all the difference.

Choose online, in the workplace or in a workshop environment. Our courses include work placements that give you real experience in a real-life environment. ETC's nationally recognised retail courses will prepare you perfectly for an exciting, fast-paced career in the retail industry.

SCAN HERE TO LEARN MORE



HOSPITALITY

The hospitality industry is a vibrant, dynamic and fast growing industry offering many diverse career opportunities. You can get a job in clubs, pubs, cafés, restaurants or world class resorts - the choices are endless. All training offered by ETC are Nationally Recognised Training courses.

Certificate II in Hospitality



Course Code: SIT20322

Delivery Mode: **B**

Subsidised: **NSW**

This qualification combines entry-level practical skills and relevant theoretical knowledge. After successful completion of this qualification, students are qualified for entry-level positions in the hospitality industry and may progress into SIT30616 Certificate III in Hospitality.

Core subject areas include:

- Work effectively in a hospitality environment
- Provide strong customer service
- Taking and filling orders
- Approach work with safety-first and foremost
- Respect cultural diversity on both sides of the counter

What jobs does this qualify me for?

- Bar Attendant
- Bar Operator
- Catering Assistant
- Gaming Attendant
- Café Attendant

Pathway

- SIT30622 - Certificate III in Hospitality
- SIT40422 - Certificate IV in Hospitality

Certificate II in Cookery



Course Code: SIT20421

Delivery Mode: **B**

Subsidised: **NSW**

This qualification reflects the role of individuals working in kitchens who use a defined and limited range of food preparation and cookery skills to prepare food and menu items. Participants are involved in mainly routine and repetitive tasks and work under direct supervision.

This qualification does not provide the skills required by commercial cooks, which are covered in SIT30821 Certificate III in Commercial Cookery.

Core subject areas include:

- Read recipes and follow instructions to prepare simple dishes
- Work with other team members to produce food
- Prepare and present food in a commercial kitchen
- Practice safe food hygiene and preparation
- Receive, store and maintain stock

What jobs does this qualify me for?

- Catering Assistant
- Fast Food Cook

Pathway

- SIT30821 - Certificate III in Commercial Cookery

Certificate III in Hospitality



Course Code: SIT30622

Delivery Mode: **B**

Subsidised: **NSW** **QLD**

This qualification reflects the role of skilled operators who use a range of well-developed hospitality skills. They use discretion and judgement and have a sound knowledge of industry operations.

They work with some independence and may provide operational advice and support to team members.

Core subject areas include:

- Work effectively in the hospitality industry
- Deliver outstanding customer service
- Practice serving skills
- Show social and cultural sensitivity
- Participate in safe work practices

What jobs does this qualify me for?

- Bar Attendant
- Barista
- Gaming Attendant
- Housekeeper (Hotel/Motel)
- Waiter
- Café Attendant

Pathway

- SIT40422 - Certificate IV in Hospitality



Certificate III in Commercial Cookery



Course Code: SIT30821

Delivery Mode: **B**

Subsidised: **NSW**

This qualification reflects the role of commercial cooks who use a wide range of well-developed cookery skills and sound knowledge of kitchen operations to prepare food and menu items. Using discretion and judgement, they work with some independence and under limited supervision using plans, policies and procedures to guide work activities.

This qualification provides a pathway to work as a commercial cook in organisations such as restaurants, hotels, clubs, pubs, cafés, and coffee shops.

Core subject areas include:

- Prepare a range of dishes inspired by local and international cuisine
- Meet and understand special dietary requirements
- Recognise the value of flavours and textures in cuisine
- Plan and develop recipes
- Apply hygiene, safe food handling and safe work practices
- Collaborate and work productively with others in a commercial kitchen environment

What jobs does this qualify me for?

- Commercial Cook
- Chef

Pathway

- SIT40521 - Certificate IV in Kitchen Management

Certificate IV in Hospitality



Course Code: SIT40422

Delivery Mode: **B**

Subsidised: **NSW**

This qualification focuses on people management skills and front line supervision. This qualification supports students who wish to work at a supervisory level.

Core subject areas include:

- Lead and manage people
- Oversee work operations
- Provide recommendations on food and beverage pairings
- Enhance customer service experiences
- Manage conflict in the workplace
- Contribute to work health and safety procedures

What jobs does this qualify me for?

- Food and Beverage Supervisor
- Gaming Supervisor
- Café Manager

Pathway

- SIT50422 - Diploma of Hospitality Management

SCAN HERE
TO LEARN MORE



LOOKING FOR A VIBRANT NEW ROLE WITHIN THE HOSPITALITY INDUSTRY?

Studying hospitality with ETC is flexible. We offer ETC's courses online, in the workplace or in a workshop environment. In short, we work with you to suit your needs. ETC's nationally recognised courses include all the right skills for an exciting, varied and fast-paced career. We offer courses ranging from Certificate II to Certificate IV in Hospitality. With high demand for skilled professionals who are trained as a barista, qualified to prepare guest rooms, or to deliver alcohol and food service, now is the time to get certified!

STILL CURIOUS?

Scan and discover our full range of courses online



ETC NAMED AS LARGE TRAINING PROVIDER 2023 WINNER

NSW Training Awards 2023

Be Recognised

Large Training Provider of the Year Winner



1800 007 400 | etcltd.com.au |

ETC EMPLOYMENT & TRAINING (RTO 6998)

ABN 52 003 732 009



ETC acknowledges Aboriginal and Torres Strait Islander Peoples as the First Peoples of this nation. We acknowledge the Traditional Custodians of the living lands where our services are delivered, and pay our respects to the Elders - past, present and future - of those communities.



ETC is committed to being an environmentally and socially responsible organisation. This document is printed on paper sourced from FSC® certified, sustainably managed forests.