

Micro-credentials

Explore your options

Micro-credentials are a great way to build skills, try something new, and boost your knowledge and confidence across a range of subjects that interest you. They may lead to new career options or spark an interest in further study.

Select any micro-credentials you're interested in below and follow the links to learn more.



ACCOMMODATION AND FOOD SERVICES

MICRO-CREDENTIAL	DESCRIPTION	LINK
FOOD HANDLING		
I'm Alert Food Safety Training	Engage with our interactive tasks and quizzes to reinforce your understanding of crucial food safety principles.	EXPLORE
DoFoodSafely (recognised in QLD)	Test your knowledge and understanding of food handling and food safety in the workplace.	EXPLORE
Food Handlers Course	Food Handlers Course covers food handler and legal requirements, hand washing, health and hygiene expectations, food safety, allergens, cleaning and sanitising, and pest control.	EXPLORE
All about Allergens: Food Allergen Management Training for Food Service	All about Allergens courses provide best practice training and resources for managing food allergies for anyone working in food service.	EXPLORE
HOSPITALITY TRAINING PROGRAMS		
Barcats Training	A platform offering hospitality training programs to build job-ready skills and support pathways into bar and hospitality roles.	EXPLORE
AGED CARE		
Maggie Beer: Food and Nutrition	Accessible, relevant training resources to support those improving the food experience for older people in Australia.	EXPLORE
CUSTOMER SERVICE		
Customer Service Fundamentals for Hospitality	Discover the essentials of exceptional customer service, core principles and current best practices, and the skills required for building a successful career in the industry.	EXPLORE
Customer Service for Any Sector: Tips from a Hospitality Expert	This practical course shows you how to elevate your customer service to five-star standards.	EXPLORE
Managing Conflict and Difficult Situations for Service Workers	Learn how to apply the CALM framework to center yourself, acknowledge emotions, and move towards collaborative solutions.	EXPLORE
Adaptability and Resilience for Service Workers	Discover the 3R framework—Recognise, Reset, Respond—to effectively manage stress and interruptions in the workplace.	EXPLORE

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