

## BSB20115 Certificate II in Business



### Course Information

This qualification reflects the role of individuals who perform a range of office Admin tasks using limited practical skills and fundamental operational knowledge in a defined context, working under direct supervision.

### Course Duration

6 to 9 Months

### Course Structure

The total number of Units: 12 Units of Competencies, 1 core units and 11 elective units

### Core units

BSBWHS201 – Contribute to health and safety of self and others

BSBCUS201 – Deliver a service to customers

BSBIND201 – Work effectively in a business environment

BSBINM201 – Process and maintain workplace information

BSBCMM201 – Communicate in the workplace

BSBITU201 – Produce simple word processed documents

BSBITU202 – Create and use spreadsheets

BSBITU203 – Communicate electronically

BSBSUS201 – Participate in environmentally sustainable work practices

BSBWOR202 – Organise and complete daily work activities

BSBWOR203 – Work effectively with others

BSBWOR204 – Use business technology

### **Course Delivery Method**

**Delivery Mode:** face to face

**Delivery Location:** Level 1, Suite 2, 101 – 103 Rawson Street, Auburn, NSW 2144

**Course Tuition Fees:** \$2000 AUD

### **Assessment Methods**

**Questioning** – the evidence received would be in a written format for this course. The types of questioning used include short answer questions and scenario based questions based on the following areas:

- Companies processes, policies and procedures
- Legislation, regulatory requirements
- General required knowledge across all the units of competencies

**Case studies/Project works** – This method is used to provide the learner the opportunity to apply their required knowledge within a given context. This method must be applied in conjunction with other assessment tasks such as, questioning and demonstration to assess the ability to problem solve, work in teams, and decision making.

**Practical exercise / demonstration** – This method allows the learner to demonstrate their skill and attitude in their current work environment or a mirrored simulated environment. There will be student assessment using computer and software. The evidence gathered from this approach is to assist the assessor by observing their conceptual, interpersonal and technical ability.

The students are required to be assessed as “competent” in all twelve (12) units of competency in order to obtain Certificate II in Business.

### **Course Pre-requisite**

All clients enrolling in this course have completed up year 10 in high school and they are willing to enter into the work force working as receptionist or junior office admin. Clients must also have good grasp of both written and spoken English.

### **Career path and Outcome**

Students who complete this course may take employment roles such as:

- Office Administration Assistant
- Receptionist
- Data Entry Operator

Students who complete this qualification and want to continue to study may take the following courses:

- Certificate III in Business
- Certificate III in Business Administration

**Note: the information on this brochure is provided to a person/student seeking to enrol in a course, in conjunction with the information in the Student Handbook provided on our website.**

For any information about this course please call **(02) 8957 6125**