



## Course Outline

### BSB20115 Certificate II in Business

Currency: Version 2 Release date 27/09/2018

#### Start your career in Business Administration

Do you want to be a:

- Personal Assistant
- Accounts Officer
- Office Administrator
- Receptionist
- Administration Assistant

This is an entry-level qualification for anyone wishing to commence a career in the Business Administration sector or have their knowledge and skills recognised.



This qualification reflects the role of individuals in a variety of junior administrative positions who perform a range of mainly routine tasks using limited practical skills and fundamental operational knowledge in a defined context. Individuals in these roles generally work under direct supervision.

#### What will I learn?

Topics covered in this course include:

- Deliver a service to customers
- Participate in environmentally sustainable work
- Communicate in the workplace
- Use business equipment and resources
- Work effectively with others
- Apply basic communication skills
- Use business technology
- Understanding and implementing health and safety

#### How is it delivered?

This course is available through the following options:

- **Blended learning** including self-paced study using online workbooks and supported with phone and email tutorial support. A range of options are available to best suit your learning style.

## Units of Competency

### *How many units are needed for the qualification?*

You must be assessed as competent in a total of 12 units of competency 1 core and 11 electives - to be awarded the BSB20115 Certificate II in Business

#### Core

- BSBWHS201 Contribute to health and safety of self and others

#### Electives

- BSBADM101 Use business equipment and resources
- BSBCMM101 Apply basic communication skills
- BSBCMM201 Communicate in the workplace
- BSBCUS201 Deliver a service to customers
- BSBITU211 Produce digital text documents
- BSBSUS201 Participate in environmentally sustainable work
- BSBWOR202 Organise and complete daily work activities
- BSBWOR203 Work effectivity with others
- BSBWOR204 Use business technology
- FSKRDG10 Read and respond to routine workplace information
- FSKWTG09 Write routine workplace texts

## Course information

### Practical Experience

As part of the face-to-face program, we will give you the opportunity to practice the skills learnt in a simulated environment. This will also form part of your assessment activities.

For Distance Learners, it is strongly recommended that you find an opportunity to do work experience. This could be in a volunteer situation.

### Course Requirements

To complete the certificate, it will take approximately 6-12 months (600-1200 hours). These timelines may differ depending on the type of funding and study arrangements.

### Required Resources

In undertaking this course, you will need access to a computer, internet access and the Microsoft Office suite of programs.

If you cannot access these resources, please contact us.

These resources are required for undertaking practice activities and assessments.

### Recognition of Prior Learning

Your history of life and work experiences, as well as formal and informal training, may be applied using the Recognition of Prior Learning (RPL) process. All students are offered RPL upon enrolment or commencement of training. Documentary evidence will be required.

## Resources

Students will be provided with:

- Digital Workbooks and Assessment Guides for each unit
- Student Handbook and Course Guides
- Access to additional supports

## Funding & Costs

This qualification is offered through:

- Certificate 3 Guarantee
- Fee-for-Service

You can refer to the following documents for further information:

- Course Fee Guide
- Policies & procedures
- Handbooks

## How do I enrol?

You can download the enrolment form directly from our webpage, have it emailed to you or drop in and see us.

If you are not ready to enrol but are interested, please contact us or visit our webpage.

## Want more information?

**Visit:** [www.cedarcentre.com.au](http://www.cedarcentre.com.au)

**Call:** 07 4512 6770

**Email:** [info@cedarcentre.com.au](mailto:info@cedarcentre.com.au)

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