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*Discover
yourself...*

WE SPECIALISE IN**NATIONALLY RECOGNISED CERTIFICATES**

- Certificate II in Business
 - Customer Contact
- Certificate III in Business
 - Administration
 - Customer Contact
 - Frontline Management
 - Recordkeeping
- Certificate IV in Business
 - Administration
 - Frontline Management
 - Human Resources
 - Marketing
 - Recordkeeping
 - Small Business Management

COMPUTER TRAINING

- Microsoft Office
- MYOB

PROFESSIONAL DEVELOPMENT

- It's Not Just a Job
- Exceptional Customer Service
- Telephone Etiquette
- Organisational Skills
- Winning Teams
- Communication in Business
- Excellence in Training
- Team Leadership

Discover us...

WHO ARE WE?

- Nationally Recognised Provider # 0653
- A division of the TOP Office Group of Companies
- Established 1989
- Queensland Owned Family Business

BSB20107 Certificate II in Business

TRAINING DELIVERY MODE

E-Learning (Online) / Correspondence

LENGTH OF STUDY

Maximum 12 months access to training program and support.

COURSE DESCRIPTION

The Certificate II in Business provides and knowledge and practical skills necessary to gain employment in an office environment.

COURSE PRE-REQUISITES

- Sufficient literacy, numeracy and computer skills to complete the course
- Access to an internet connection and computer

UNITS OF COMPETENCY

Certificate II in Business requires completion of 12 units of competency to attain the qualification. They can consist of:

- A minimum of twelve units from the **Elective Units** listed below (including the Core Unit BSBCMN211A – Participate in Workplace Safety Procedures)
- A maximum of one unit from other Business Services Training Packages. *This unit may be selected from a higher level (Certificate III) of the Business Services Training Package if a similar unit is not available at this level.*

Pathways from the qualification

After achieving the BSB20107 Certificate II in Business, candidates may undertake the BSB30107 Certificate III in Business, a qualification for those seeking to develop more specialised technical skills and knowledge for working in a range of business environments, or a range of other Certificate III qualifications.

Core Unit**Occupational Health & Safety**

BSBOHS201A Participate in Workplace Safety Procedures

Elective Units**Customer Service**

BSBCUS201A Deliver a service to customers

Industry Context

BSBIND201A Work effectively in a business environment

Information Management

BSBINM201A Process and maintain workplace information

BSBINM202A Handle mail

Innovation

BSBINN201A Contribute to workplace innovation

Interpersonal Communication

BSBMM201A Communicate in the workplace

IT Use

BSBITU201A Produce simple word processed documents

BSBITU202A Create and use spreadsheets

BSBITU203A Communicate electronically

Small and Micro Business

BSBSMB201A Identify suitability for micro business

Sustainability

BSBSUS201A Participate in environmentally sustainable work practices

Workplace Effectiveness

BSBWOR202A Organise and complete daily work activities

BSBWOR203A Work effectively with others

BSBWOR204A Use business technology

Financial Units

BSBFIA301A Prepare Financial Records

Employability Skills are embedded in training and assessment. Information on the Employability Skills relevant to your qualification can be obtained by visiting this website and keying in the national code for the qualification: <http://employabilityskills.training.com.au>

Learn to suit your lifestyle and work commitments...