

Certificate II in Business

BSB 20107



This qualification reflects the role of an individual who works with customers in an office environment, utilising business equipment such as faxes, photocopiers and the telephone. This course will give you the relevant skills and knowledge to work in a small or medium office. There are 12 units to complete for this qualification.

Sample Units

- BSBOHS201A Participate in OHS processes
- BSBCUS201A Deliver a service to customers
- BSBIND201A Work effectively in a business environment
- BSBINM201A Process and maintain workplace information
- BSBCMM201A Communicate in the workplace
- BSBWOR202A Organise and complete daily work activities
- BSBWOR203A Work effectively with others
- BSBWOR204A Use business technology
- BSBITU201A Produce simple word processed documents
- BSBSUS201A Participate in environmentally sustainable work practices
- BSBINM201A Contribute to workplace innovation
- BSBITU203A Communicate electronically

JOB ROLES

Administration assistant, clerk, receptionist or supervisor

Our Program Consultants assist you with your unit selection to best suit your needs.

Duration

How long does the course take?

This is dependent on the mode of study you will undertake

Options of study mode

° Online, Distance, Class Based (face to face), On the job or a combination,

Investment

How much does the course cost?

This is dependent on the mode of study you will undertake and if you are eligible for any government subsidies.

Qualification Pathways

Prerequisite requirements

There are no prerequisite requirements for individuals units of competency

Pathways into the qualification

Preferred pathways for candidates considering this qualification include:

After achieving the BSB10107 Certificate I in Business or other relevant qualification/s OR Certificate I in Business or other relevant qualification/s OR with limited vocational experience assisting in a range of work settings without a formal business qualification This qualification is suitable for an Australian Apprenticeship pathway.

Daniel Mackrell - Program Manager
Phone 1300557328 daniel@letslearn.net.au

Dick Phillips – Learning and Development Consultant
Phone 1300557328 info@letslearn.net.au

Local Employment and Training Services
4 Rosendale Court Echuca Victoria 3564
www.letslearn.com.au
1300557328 Fax 0354806119 Toid 21359

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Certificate III in Business

BSB 30107



This qualification is designed for people seeking a pathway into administration Assistant, Clerical Worker, Data Entry Operator, Information Desk Clerk, Office Junior, Receptionist. There are 12 units to complete for this qualification

Sample Units

BSBOHS201A	Participate in OHS processes
BSBCUS301A	Deliver and monitor a service to customers
BSBDIV301A	Work effectively with diversity
BSBADM311A	Maintain business resources
BSBINM301A	Organise workplace information
BSBINN301A	Promote innovation in a team environment
BSBCMM301A	Process customer complaints
BSBITU303A	Design and produce text documents
BSBITU306A	Design and produce business documents
BSBITU309A	Produce desktop published documents
BSBPRO301A	Recommend products and services
BSBWOR301A	Organise personal work priorities and development

JOB ROLES

Administration Assistant, Receptionist.
Clerical Worker, Data Entry Operator or
Information Desk Clerk,

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Duration

How long does the course take?

This is dependant on the mode of study you will undertake

Options of study mode

° Online, Distance, Class Based (face to face), On the job or a combination,

Investment

How much does the course cost?

This is dependant on the mode of study you will undertake and if you are eligible for any government subsidies.

Qualification Pathways

Prerequisite requirements

There are no prerequisite requirements for individuals units of competency

Pathways into the qualification

Preferred pathways for candidates considering this qualification include:

After achieving the BSB20107 Certificate II in Business or other relevant qualification/s OR

Providing evidence of competency in the majority of units required for the BSB20107 Certificate II in Business or other relevant qualification/s OR

With some vocational experience assisting in a range of support roles without a formal business qualification.

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