



# BSB20120

## Certificate II in Workplace Skills



### Course Overview

This qualification reflects the role of individuals in a variety of entry-level Business Services job roles. This qualification also reflects the role of individuals who have not yet entered the workforce, and are developing the necessary skills in preparation for work.

These individuals carry out a range of basic procedural, clerical, administrative or operational tasks that require self-management and technology skills. They 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.

There are no specific entry requirements for this program, and it is targeted for domestic and industries for students wishing to obtain qualifications. The development of the program was with a consultation with industry advisors to respond to a need that has developed for additional educational vacancies for specialist Business industry positions that will benefit from Nationally Recognised Training.

Several units of competency require the use of a computer. You are expected to supply your own device such as a laptop, notebook or pad that is capable of Wi-Fi connectivity and loaded with the Microsoft suite of programs. As a candidate, you will be required to show evidence of the ability to complete tasks outlined in elements and performance criteria of this unit, manage tasks and manage contingencies in the context of the job role.

The course is a pack of 10 units of competence with 5 core units and 5 elective units. This course has been designed to suit the needs of those who wish to complete Business skills for the following occupations International Education Office, Receptionist, Administration Officer (Local Government), Office Assistant, Receptionist, Administrative Assistant and other similar roles.

### Units of Competency

Course Units		
BSBCMM211	Apply communication skills	Core
BSBOPS201	Work effectively in business environments	Core
BSBPEF202	Plan and apply time management	Core
BSBSUS211	Participate in sustainable work practices	Core
BSBWHS211	Contribute to the health and safety of self and others	Core
BSBCRT201	Develop and apply thinking and problem solving skills	Elective
BSBTEC201	Use business software applications	Elective
BSBPEF101	Plan and prepare for work readiness	Elective
BSBTWK201	Work effectively with others	Elective
BSBOPS203	Deliver a service to customers	Elective

## Duration

- The training program will be a period of 40 weeks.
- A student will be offered the entire 10 UOC prior to exit or a component of a qualification dependent on their enrolment requests

This course is accredited by the Australian Skills Quality Authority (ASQA) and is compliant with the Australian Qualification Framework.



## Total Course Fee

Full Cost: \$2,500.00

RPL Cost: \$950.00

RPL Assessment Fee: \$150.00

(Assessment fee for initial review)

## Certification

All assessments must be completed successfully for the issue of a certificate for BSB20120 Certificate II in Workplace Skills of less than all UOC will see a Statement of Attainment issued. All financial payments must be completed before any certification is issued.

## Enrolment Fee Payment

Career Development and Training collects student fees in advance and therefore it will comply with the following options for initial and continuing fee collection and registration:

- Students, or the person responsible for paying the tuition fees, can pay via instalments;
- A payment plan for any outstanding fees can be negotiated and will be detailed on a separate document.

### Policies and Procedures

#### Assessment

CDT will use a combination of assessment methods and approaches which will involve collecting a range of evidence for ensuring consistency of competency. Assessment may include a combination of various styles of assessments to be completed in-class or online via Moodle. You can study by distance.

**Recognition of Prior Learning (RPL)** – is offered for more information – refer to website [www.cd.edu.au](http://www.cd.edu.au)

#### Assessment

Where a student fails one (1) or more assessment methods within a single Unit of Competency (UOC), they are to be re-assessed once, free of charge, and this must be completed within the immediate operational term or as soon as possible following that term, as per Career Development and Training's re-assessment policy. If the student does not pass one (1) or more assessment methods following the free re-assessment period they are to be offered two (2) more opportunities for reassessment, with the provision, that they must be charged a fee for each opportunity within the immediately following term or as soon as possible following that term. Refer to policies and procedures in Student Handbook on website: [www.cd.edu.au](http://www.cd.edu.au)

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