

BSB20107 Certificate II in Business

This qualification provides the skills and knowledge to perform routine tasks in the business administration industry. All training is within the Australian Qualification Framework (AQF) and is therefore a nationally recognised qualification. Where eligible, this training is delivered with Victorian Government funding.

Enrolment

Applicants 15 years and older can apply and this course is appropriate for VET in schools delivery. Students from disadvantaged groups are encouraged to apply. Enrolment is via AVTES.

Recognition of Prior Learning

RPL is available to all applicants and a portfolio is requested on enrolment.

Course Duration

This course is a self paced competency based program. It can be undertaken and completed at your own pace. Enrolment periods last for 12 months.

Course Rules

There are no prerequisite requirements for individual units. Entry into the qualification is via completion of Certificate I in Business or relevant vocational experience. This course requires the completion of 12 units as described in the next section.

Employment Prospects

Upon successful completion of this qualification, students will be able to perform roles such as administration assistant, receptionist or data entry operator.

Further Training Opportunities

This qualification can form part of an Australian Apprenticeship pathway. Opportunities exist for further studies in Certificate III, IV and Diploma of Business courses.

Course Structure

CORE UNITS (One)

BSBOHS201A Participate in OHS processes

ADMINISTRATION UNITS (Minimum of Seven)

BSBCUS201A Deliver a service to customers

BSBIND201A Work effectively in a business environment

BSBINM201A Process and maintain workplace information

BSBINM202A Handle mail

BSBCMM201A Communicate in the workplace

BSBITU201A Produce simple word processed documents

BSBITU202A Create and use spreadsheets

BSBITU203A Communicate electronically

BSBSUS201A Participate in environmentally sustainable work practices

BSBWOR202A Organise and complete daily work activities

BSBWOR203A Work effectively with others

BSBWOR204A Use business technology

ELECTIVES (Maximum of Four)

The remaining electives may be chosen from any of the previous administration units listed, the BSB07 Business Services training package, or another endorsed training package specific to your workplace. A maximum of two electives may be selected from a Certificate I or Certificate III qualification. Other training packages available at AVTES are:

- Retail
- Hospitality

If you are interested in choosing units out of any of these training packages, you will need to consult your trainer for specific options to determine the units best suited to your industry.

Employability Skills

This qualification also encompasses general employability skills required by the business industry including **Communication, Teamwork, Problem Solving, Initiative and Enterprise, Planning and Organising, Self-Management, Learning and Technology.**

