

# Senior Certificate II in Business Course Outline

BSB20112 Certificate II in Business will provide students with the fundamental operational knowledge and skills to work within a business environment. This course supports students to develop their customer service skills, occupational health and safety, as well as learning how to create documents, presentations and publications.

Pathways from this qualification may lead to BSB30112 Certificate III in Business.

While studying Certificate II in Business, students will build their confidence and skill level to apply for and work effectively in Industry positions such as:

- Administration Assistant
- Clerical Worker
- Data Entry Operator
- Information Desk Clerk
- Office Junior
- Receptionist

Students taking up this course are encouraged to gain experience in local industry environments, approximately 10 days (60 hours) of work experience is recommended to support the skills and knowledge gained in the course.

## Course Structure

This course will be delivered through integration with other units of competency, bringing together a number of units that reflect real industry outcomes and processes rather than as a stand-alone learning program. Employability Skills form part of the delivery process and students are provided with an opportunity to acquire and practise these skills in a simulated business environment.

- The qualification contains 12 units of competency
- Completion of all 12 units will earn a student 4 credit points
- Partial completion of the Certificate II will be based on the percentage of competencies attained (25%, 50%, and 75%) e.g. completion of 6 units will earn 2 credits.
- Students will receive a Statement of Attainment for partial completion of the qualification or a Certificate if all units are deemed competent at the level required by the training package.

An eLearn (Blackboard) course containing additional training resources will be made available to support students completing this qualification.

The course has been developed into clusters of units to be delivered over four semesters, commencing in Year 11. Students are required to complete 1 core unit and 11 elective units.

## Units of Competency

### Core Units

The course has been developed into clusters of units to be delivered over four semesters, commencing in Year 11. Students are required to complete 1 core unit and 11 elective units. The units of competency offered in this course are as follows:

|                   |  |
|-------------------|--|
| <b>BSBWHS201A</b> | Contribute to health and safety of self and others |
|-------------------|--|

### Electives

|                   |   |
|-------------------|---|
| <b>BSBCMM201A</b> | Communicate in the workplace                |
| <b>BSBCUS201B</b> | Deliver a service to customers              |
| <b>BSBIND201A</b> | Work effectively in a business environment  |
| <b>BSBITU201A</b> | Produce simple word processed documents     |
| <b>BSBITU202A</b> | Create and use spreadsheets                 |
| <b>BSBWOR202A</b> | Organise and complete daily work activities |
| <b>BSBWOR203B</b> | Work Effectively with others                |
| <b>BSBINM201A</b> | Process and maintain workplace information  |
| <b>BSBITU203A</b> | Communicate electronically                  |
| <b>BSBITU303A</b> | Design and produce text documents           |

### Schools choose one of the following electives

|                    |                                  |
|--------------------|----------------------------------|
| <b>*BSBITU302B</b> | *Create electronic presentations |
| <b>*BSBITU302B</b> | *Operate a personal computer     |

### Assessment

Assessment is competency based and continuous.