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## CERTIFICATE II IN BUSINESS (BSB20101)

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### Course Overview

This course is designed to provide participants with a range of basic administrative skills in the areas of information technology, communication, cash handling, teamwork and record keeping.

### Underpinning Skills

Equivalent to Year 10 English and Mathematics

### Course Length

*Full-time participants: 20 weeks maximum*

*Average contact hours: 24 hours per week*

### Study Pathways

As a graduate of this course, you are eligible to enrol in:

- Certificate III in Business
- Certificate III in Business Administration

### Career Opportunities

Graduates will gain the skills and knowledge to undertake entry level administrative roles such as:

- Receptionist
- Administrative Assistant
- Clerical Officer

### Course Accreditation

All units are accredited and aligned with national competency standards. Full-time students may apply for Youth Allowance, AUSTUDY or ABSTUDY.

## Course Content

The suggested Certificate II in Business program consists of twelve common units, plus one week of work experience.

<b>Common Units</b>		<b>Nominal Study Time</b>
BSBCM201A	Work effectively in a business environment	30 hours
BSBCM202A	Organise and complete daily work activities	20 hours
BSBCM203A	Communicate in the workplace	40 hours
BSBCM204A	Work effectively with others	15 hours
BSBCM205A	Use business technology	30 hours
BSBCM206A	Process and maintain workplace information	40 hours
BSBCM207A	Prepare and process financial/business documents	30 hours
BSBCM209A	Provide information to clients	35 hours
BSBCM211A	Participate in workplace safety procedures	20 hours
BSBCM212A	Handle mail	20 hours
BSBCM213A	Produce simple word processed documents	60 hours
BSBCM214A	Create and use simple spreadsheets	20 hours
BSBCM215A	Participate in environmental work practices	20 hours
BSBCM216A	Create customer relationships	20 hours
BSBCM217A	Process customer feedback	30 hours
<b>Elective Unit</b>		<b>Nominal Study Time</b>
	Work experience	30 hours