

## BSB20115 Certificate II in Business

### Course Overview:

The Certificate II in Business reflects the role of individuals in a variety of junior administrative positions who 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.

### Face-to-Face Schedule:

Please contact Alana Kaye about our face-to-face program on 1300 25 26 25 or email [training@alanakaye.edu.au](mailto:training@alanakaye.edu.au)

### Relevant Job Roles:

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

### Distance Learning:

Distance learning students can choose their electives and timeframe for completion of training. Once these have been determined, students will sign a My Qualification Plan.

### Entry Requirements:

There are no entry requirements for this qualification. However, it is expected that students will have appropriate language, literacy and numeracy skills to complete the training and assessment requirements.

### Pathways:

Students may enter directly into the Certificate II in Business. Graduates may progress on to further qualifications such as the Certificate III in Business.

### Resources Required:

Students are required to have access to a computer (or use Alana Kaye's computer lab) to complete assessment tasks. Alana Kaye are conscious of the environment and where possible, provide resources and assessments in an electronic format. If possible, please bring a laptop to workshops.

Distance learning students must have access to a computer, internet and skype.

### Flexible Delivery Modes:

Alana Kaye provides a number of options for flexible delivery of qualifications. These include a variety of different methods of training such as face-to-face workshops, distance learning, Recognition of Prior Learning (RPL) or mixed delivery. Selection of elective units can also be tailored to individual requirements following discussions with the Alana Kaye team.

### Recognition of Prior Learning (RPL):

You can apply for RPL if you have the knowledge and skills gained through work, formal study, volunteering, informal or formal training, social activities or general life experiences. If you feel that you may qualify for RPL, please contact our office for further information about the process to demonstrate your experience and knowledge.

### Investment:

Enrolment Fee	\$300.00
Face-to Face Delivery	\$2,000.00
Distance Learning	\$1,500.00
Recognition of Prior Learning	\$900.00

Students are responsible for the purchase of text book/s relevant to this qualification.

Payment plans available.

#### Inclusions:

- Course learning and assessment material (excluding text book/s)
- Coffee and tea
- Certification upon successful completion.

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### Course Outline:

This qualification comprises of 12 units of competency (subjects).

Units of competency can either be:

- Core units – units you must complete as part of the qualification and
- Elective units – elective units are the units that you choose to be most suitable for your learning needs.

For our face-to-face workshops, we have chosen the elective units that we know are most beneficial and relevant to the majority of our students. These are the ones ticked below. If you would like to study different elective units, please contact Alana Kaye to discuss the options available for flexible delivery.

The BSB20115 Certificate II in Business has 1 core units plus 11 elective units of which:

- 7 elective units must be selected from the elective units listed below
- 4 elective units may be selected from the elective units listed below, or any currently endorsed Training Package or accredited course at the same qualification level
- if not listed below, 2 of the 4 elective units may be selected from either a Certificate I or a Certificate III qualification.

Elective units must be relevant to the work environment and the qualification, maintain the integrity of the AQF alignment and contribute to a valid, industry-supported vocational outcome.

Unit Code	Core Units	Face-to-face	RPL	Distance
BSBWHS201	Contribute to health and safety of self and others	✓	✓	✓

Unit Code	Elective Units	Face-to-face	RPL	Distance
BSBCUS201	Deliver a service to customers	✓	✓	✓
BSBIND201	Work effectively in a business environment	✓	✓	✓
BSBINM201	Process and maintain workplace information	✓	✓	✓
BSBCMM201	Communicate in the workplace	✓	✓	✓
BSBITU201	Produce simple word processed documents	✓	✓	✓
BSBITU202	Create and use spreadsheets	✓	✓	✓
BSBITU203	Communicate electronically	✓	✓	✓
BSBSUS201	Participate in environmentally sustainable work practices	✓	✓	✓
BSBWOR202	Organise and complete daily work activities	✓	✓	✓
BSBWOR203	Work effectively with others	✓	✓	✓
BSBINM202	Handle Mail	✓	✓	✓

### Enrol now

Click on the enquire now button on our website to download an enrolment form. Please contact our office for further information about this course.