

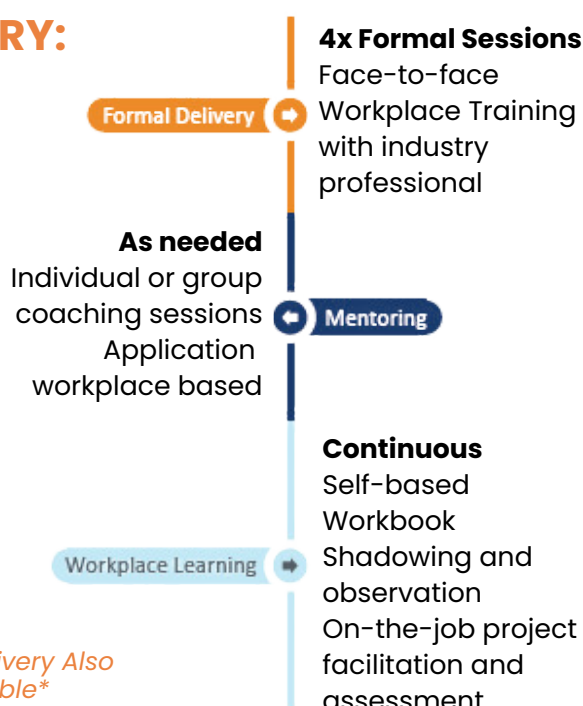
CERTIFICATE II IN WORKPLACE SKILLS (BSB20120)



OVERVIEW:

The qualification focuses on developing a combination of white-collar skills such as communication, organisation and planning, problem solving and technology that will allow successful candidates to work effectively in an office environment. Individuals undertaking the course have likely recently joined or are planning to join the workforce. They will perform mostly routine and defined tasks of a procedural, clerical, administrative or operational nature with direct supervision, but will require some technology and self-management skills.

DELIVERY:



STRUCTURE:

Delivery underpins our philosophy that work is the learning and learning is the work. We deliver a combination of formal training sessions and mentoring. We utilise a mix of on-the-job observation and questioning, and workplace-based projects throughout our assessment tasks. Participants are encouraged to challenge their existing knowledge and extend their boundaries whilst they expand their skill base.

BENEFITS

- ✓ Online
- ✓ Self-paced
- ✓ 24/7 Access
- Industry-Relevant Skills ✓
- Career Advancement ✓
- Dedicated Support ✓

DURATION



This course is typically delivered over 9-12 months

PROJECTS



We believe that to get the most out of a training program, training should be applicable to the trainee's job role. Projects directly impact and relate to your business

WORKPLACE MENTORS



A workplace mentor will be assigned from within your business. This ensures that knowledge and skills are reinforced throughout the program.

COURSE STRUCTURE:

- To successfully attain the BSB20120 Certificate II in Workplace Skills students are required to complete a total of ten (10) units of competency, comprising of:
 - 5 core units
 - 1 Group A Elective
 - 1 Group B Elective
 - 3 Electives* from groups A B C

Core Unit	BSBCMM211	Apply communication skills
Core Unit	BSBOPS201	Work effectively in business environments
Core Unit	BSBPEF202	Plan and apply time management
Core Unit	BSBSUS211	Participate in sustainable work practices
Core Unit	BSBWHS211	Contribute to the health and safety of self and others

Group A: Self Management	BSBCRT201	Develop and apply thinking and problem solving skills
Group A: Self Management	BSBPEF201	Support personal wellbeing in the workplace
Group A: Self Management	BSBPEF302	Develop self-awareness

Group B: Technology	BSBDAT201	Collect and record data
Group B: Technology	BSBOPS306	Record stakeholder interactions
Group B: Technology	BSBTEC201	Use business software applications
Group B: Technology	BSBTEC202	Use digital technologies to communicate in a work environment
Group B: Technology	BSBTEC203	Research using the internet

Group C: Working with Others	BSBOPS202	Engage with customers
Group C: Working with Others	BSBOPS203	Deliver a service to customers
Group C: Working with Others	BSBPEF101	Plan and prepare for work readiness
Group C: Working with Others	BSBTWK201	Work effectively with others
Group C: Working with Others	SIRXCEG002	Assist with customer difficulties
Group C: Working with Others	SIRXPDK001	Advise on products and services



NATIONALLY RECOGNISED
TRAINING

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Quality
ISO 9001
SAI GLOBAL

Eligible Students may
attract
State-based funding or
employer incentives.
Call us to discuss.