

Certificate II in Workplace Skills

Overview

The newly created Certificate II in Workplace Skills replaces Certificate II in Business and Customer Engagement qualifications. 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 and 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.

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:

Workplace Skills

- 5 core units
- 1Group A Electives
- 1 Group B Elective
- 3 Electives* from Groups A B C

BSB20120 Certificate II in Workplace Skills



*Certificate II in Workplace Skills courses may contain up to 2 imported electives from another Certificate I, II or III course where it is relevant to job role and that FTS is able to deliver on.

Duration:

This course is typically delivered over 9 - 12 months



Delivery Mode





Workplace Learning

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



Formal Sessions

Workplace-based

- face to face
- online
- correspondence
- blended

As needed

Individual or group coaching sessions

Application workplace based

Continuous

Self paced Workbook or online Shadowing and observation On-the-job project facilitation

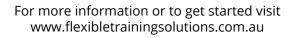
and assessment

Workplace mentors:

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



This nationally recognised qualification is delivered by Flexible Training Solutions RTOID 6333. It provides skills and knowledge to the industry standard. We actively tailor training for people from diverse backgrounds, including those with disabilities, and encourage all to apply.





Certificate II in Workplace Skills

The Certificate II in Workplace Skills has a wide number of units to select from.

If there is something you're wanting to include in the course that isn't listed, please reach out via the contact details below or using the form on our website and we'll see how we can make that work using the Import rules on the front page. Please note that not all of our trainers can deliver all units and for some units choice of delivery method may be limited to online/correspondence as a result.

Core Units

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

Group A: Self-Management

BSBCRT201 Develop and apply thinking and problem solving skills BSBPEF201 Support personal wellbeing in the workplace BSBPEF302 Develop self-awareness

Group B: Technology

BSBDAT201 Collect and record data BSBOPS306 Record stakeholder interactions BSBTFC201 Use business software applications BSBTEC202 Use digital technologies to communicate in a work environment BSBTEC203 Research using the internet

Group C: Working with Others

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







Published enrolment fees are available to view on our website at:

https://flexibletrainingsolutions.com.au/ funding/wa-jobs-and-skills-wa/

For more information contact us directly, or visit us online

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