

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

*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.

BSB20120 Certificate II in Workplace Skills



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.



Delivery Mode

Formal Delivery

Mentoring

Workplace Learning

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

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
BSBOPS201	Work effectively in business environments
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
BSBTEC201	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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