



BSB20115 Certificate II in Business Course Information

This course is a Nationally Recognised, accredited course from the BSB Business Services Training Package. This course provides valuable skills for people interested in an entry level position in clerical and administrative work. It will enable them to perform routine tasks and work under supervision. The course is also very valuable for trade people who want to move into an administrative position related to their trade. This is a flexible entry and flexible exit course to meet your individual needs.

Occupational names may include

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

Entry requirements

- There are no qualification prerequisites to undertake this course.
- Students will need reasonable literacy and numeracy skills or to be also undertaking the CGEA Year 10 equivalent or relevant foundation skills in conjunction with this course.
- Students will be supported to use computers and learn about computer programs and can feel confident that their skills will increase in this area.

Paying for the course

- The College can offer Smart and Skilled funding for this qualification for eligible learners. Student fees under this program range from \$0 to \$240 if unemployed. There is no cost if the student is indigenous or has a disability whether employed or unemployed. Subsidies also apply to students who are currently working however the student fee component is higher. Please check the student fee with the College.
- For those students who are not eligible for a Smart and Skilled subsidy the course is priced at \$1,600 and can be paid for in monthly instalments after payment of an initial deposit.

- This course is approved by Centrelink as a full time course and various other supplementary assistance may be available in accordance with your individual circumstances. Please enquire further with Centrelink.

Course delivery

- This is a 30 week course, which can be extended depending on individual student's requirements. See delivery options on page 4.
- The course is flexible entry with 6 hours attendance in the classroom every week.
- You will be required to complete some homework each week. Extra study time will be approximately 5 hours per week.
- You will have access to computers during class time and can use College computers outside class time when the training rooms are not being otherwise used.
- Optional work experience for this course is timetabled at 30 hours and this may be as arranged by the College or by your own initiative with the approval of the College. The College will provide work experience documentation for the employer. You can do this at any time prior to course completion at time to suit yourself and your work experience provider.
- You will be provided with training and assessment material for each unit and

Course packaging rules

Students are required to complete 12 units, 1 of which is compulsory and 11 which are elective. The College confers with industry to select the electives offered. If students seek electives outside those units offered below, that request needs to be negotiated with the College and may alter the fee structure.

You may undertake fewer units to meet your needs and you may commence at any stage of the course.

Code	Title	Core / Elective
BSBWHS201	Contribute to health and safety of self and others	C
BSBCUS201	Deliver a service to customers	E
BSBIND201	Work effectively in a business environment	E
BSBINM201	Process and maintain workplace information	E
BSBINN201	Contribute to workplace innovation	E
BSBITU203	Communicate electronically	E
BSBITU201	Produce simple word processed documents	E
BSBITU202	Create and use spreadsheets	E

BSBSMB201	Identify suitability for micro business	E
BSBSUS201	Participate in environmentally sustainable work practices	E
BSBWOR202	Organise and complete daily work activities	E
ICAICT204 BSBITU307	Operate a digital media technology package or Develop keyboarding speed and accuracy	E

A more detailed outline of each unit is available on request

Recognition of Prior Learning (RPL)

Students who have workplace experience in this industry may be able to have those skills recognized by RPL for all or part of the qualification. You will need to discuss your request for RPL with the tutor.

If you wish to claim Recognition of Prior Learning or Credit Transfer you may complete the course in a shorter timeframe.

Assessment

- There are no exams.
- Your competency (knowledge and skills) is assessed through
 - Completion of set assessment tasks
 - Observation of your skills in the workplace or in a simulated workplace
- You are required to submit assessment tasks on time as instructed by the tutor.

Foundation Skills

- To be successful in the course you will be assessed against the skills that employers have identified as important when they are employing staff in this industry.
- To be successful in this industry you need to have social skills – to be able to work cooperatively with others and to be a good communicator and enjoy working with people from all walks of life.

Pathways

Students who successfully complete this course can seek employment where basic business skills are required. This qualification also serves as an entry point for those who wish to commence Cert III in Business Administration.

Student Support

Under Student Support provisions you may approach the trainer at any time for additional support or discussion, and programmed support may be offered in groups or individually. We also offer a variety of support for people with specialised learning needs. Please let us know if you have any Language Literacy and Numeracy or other needs and we can discuss arrangements to provide you with support in your studies.

Timeframe Options

Optional Timeframes of Delivery

The figures below indicate the time you may take to finish the course. They are a guide only as you may take anywhere between 30 weeks and 2 years to successfully finish all the units in the qualification.

30 Week Training Program	
Classroom attendance	30 weeks x one day of 6 hours per week
Self-paced study and assessment: approximately	Approximately 6 hours per week
Work experience	30 hours -- can be completed at any time over 30 weeks
18 Month Program	
Classroom attendance	60 weeks x one day of 6 hours per week
Self-paced learning and assessment:	Approximately 6 hours per week
Work experience	30 hours-- can be completed at any time over 60 weeks
2 Year Program	
Classroom attendance	80 weeks x one day of 6 hours per week
Self-paced learning and assessment:	Approximately 6 hours per week
Work experience	30 hours -- can be completed at any time over 80 weeks

Course Details

Tutor Appointed	Kay Jefed	Course Co-ordinator	Josh Livermore
Course start date	Flexible entry	Course approx finish date	Flexible exit

If you have any further questions, please do not hesitate to contact the College on (02) 6672 6005 or reception.mcc@bigpond.com

For more information go to [Student Information](#) on our website

This training is subsidized by the NSW State Government

<https://smartandskilled.nsw.gov.au/>

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