

BUSINESS

Get down to Business



Successful completion of this qualification will give you the skills needed to start a career in an office or business environment.

This course covers essential skills such as:

- Communication
- Delivering customer service
- Planning and organising
- Problem solving

BSB20115 Certificate II in Business

This qualification reflects the role of individuals who apply specialised knowledge and skills, together with experience in leadership and management, across a range of enterprise and industry contexts. Individuals at this level use initiative and judgement to plan and implement a range of leadership and management functions, with accountability for personal and team outcomes within broad parameters. They use cognitive and communication skills to identify, analyse and synthesise information from a variety of sources and transfer their knowledge to others, and creative or conceptual skills to express ideas and perspectives or respond to complex problems.

COURSE ENTRY REQUIREMENTS

There are no entry requirements for this qualification.

Illawarra ITeC require students to have average english, reading and writing skills, or higher and should have completed Year 10 or above schooling, or have sound workplace written communication skills. Participants will be required to complete a Language, Literacy & Numeracy (LLN) Assessment prior to enrolment.

UNITS OF STUDY

To be awarded a full qualification in Certificate II in Business - BSB20115 you will need to be assessed as competent in 4 core plus 8 elective units of competency (12 units of competency). A Statement of Attainment will be issued for units deemed competent if a full qualification is not achieved.

BSB20115 - Certificate II in Business

UNIT CODE	UNIT NAME
BSBWHS201	Contribute to health and safety of self and others
BSBCUS201	Deliver a service to customers
BSBIND201	Work effectively in a business environment
BSBINM201	Process and maintain workplace information
BSBINM202	Handle mail
BSBINN201	Contribute to workplace innovation
BSBCMM201	Communicate in the workplace
BSBITU201	Produce simple word processed documents
BSBITU202	Create and use spreadsheets
BSBWOR203	Work effectively with others
BSBFIA301	Maintain financial records
BSBSUS201	Participate in environmentally sustainable work practices



Job Roles & Career Opportunities:

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

DELIVERY

This course can be delivered as class based, mixed mode (workshops and distance/correspondence) and may also be eligible to be delivered as an on-the-job Traineeship, through VET in Schools or as a School Based Traineeship.

Recognition of Prior Learning (RPL):

The skills, knowledge and experience you have gained from your previous learning, work experience and life in general may be taken into account. To apply for Recognition of Prior Learning in one or more units you must clearly show that you have the equivalent and relevant skills, knowledge and experience of the unit or group of units.

Credit Transfer:

If you have successfully completed exactly the same unit of competency or a unit similar in content and outcome to one in your current course, your previous result may be transferred (Credit Transfer). Your assessor will decide whether you are able to receive an automatic Credit Transfer.

STUDENT SUPPORT

The Illawarra ITeC is committed to ensuring that all students are offered:

- Practical and reasonable support to complete their qualification.
- Guidance on career paths.
- Training and Assessment that is flexible to meet clients needs.
- Students will receive regular support and assistance from their mentor or trainer.
- Language, Literacy and Numeracy (LLN) is assessed prior to beginning a course and students are offered support through learning and assessment that may include both internal support and referral to external support providers.

Unique Student Identifier (USI)

It is a requirement that all students completing a nationally recognised VET Qualification or Statement of Attainment have a Unique Student Identifier (USI) prior to enrolment. If you have not yet obtained a USI, you can apply for it directly at <http://www.usi.gov.au/create-your-usi>.

COURSE FEES

Information about fees and charges will be discussed prior to enrolment with you and/or the third party (such as employer, school etc.) who will be paying the tuition fees and clients of ITeC pay an agreed fee prior to commencement of the program.

Some students may be eligible for concession fees or a scholarship (under NSW Smart & Skilled).

The course is also offered on a fee for service basis for people that are not eligible for subsidies under a government funded program.

Refunds are made in accordance with Illawarra ITeC's Refund Policy and Procedure.

Please contact ITeC and speak to one of our staff who will be able to provide further information regarding the course delivery and fees.

Illawarra ITeC
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Email: itec@illawarraitec.com.au