

## Certificate II in Business BSB20107

### Course Introduction:

The nationally recognised **Certificate II in Business** qualification is designed to for those people considering a career in the administration industry either as an administrative assistant, office junior, receptionist or clerical worker.

There are **no prerequisite requirements** for this course.

### Why choose Training at Key Employment?

We have used our intimate knowledge of the training and assessment arena and have developed a course that is user friendly.

We can tailor a program to suit any individuals work commitments and this can include a mix of self paced and face to face delivery or attending some days on one course and other days on a subsequent course.

When you undertake this course with us our trainers are on tap to provide you with any assistance you require, email, telephone or in person - and **we will help you.**

We believe that **great trainers** have a **confident, clear and engaging** style of delivery.

**Quality, Flexibility, Customer Service, Support, Positive Learner Experiences and Outcomes** are the things that make **Training at Key Employment** stand out.

### Preferred Pathways into Qualification

- after achieving the BSB10107 Certificate I in Business or other relevant qualification/s  
OR
- providing evidence of competency in the majority of units required for the BSB10107 Certificate I in Business or other relevant qualification/s  
OR
- with limited vocational experience assisting in a range of work settings without a formal business qualification.

**GO FOR IT!**



## Qualification & Recognition:

Upon successful completion of this program, students will be awarded the nationally recognised qualification **Certificate II in Business BSB20107**.

## Course Units:

The BSB20107 Certificate II in Business comprises of **12 units**:

### 1 Core unit and 11 Electives.

7 of the **elective units must be** selected from the elective units below.

The other **4 elective units** may be selected from the remaining elective units below, the BSB07 business services training package or any other currently endorsed national Training Package.

## Core Units:

### Occupational Health and Safety

BSBOHS201A Participate in OHS processes

## Elective Units:

### Customer Service

BSBCUS201A Deliver a service to customers

### Industry Context

BSBIND201A Work effectively in a business environment

### Information Management

BSBINM201A Process and maintain workplace information

BSBINM202A Handle mail

### Innovation

BSBINN201A Contribute to workplace innovation

### Interpersonal Communication

BSBCMM201A Communicate in the workplace

### IT Use

BSBITU201A Produce simple word processed documents

BSBITU202A Create and use spreadsheets

BSBITU203A Communicate electronically

### Small and Micro Business

BSBSMB201A Identify suitability for micro business

### Sustainability

BSBSUS201A Participate in environmentally sustainable work practices

### Workplace Effectiveness

BSBWOR202A Organise and complete daily work activities

BSBWOR203A Work effectively with others

BSBWOR204A Use business technology

### Imported Units

FNSICGEN305A Maintain daily financial/business records

**For further information and enrolment details contact Training at Key Employment:**

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