



# BSB20115 CERTIFICATE II IN BUSINESS

The BSB20115 Certificate II in Business is the perfect first step into the business world. This qualification is designed to provide you with the basic knowledge required to work in a variety of junior administrative positions.

The Australian business sector is a growing and thriving industry and creates essential roles to keep the economy running. There is a steady flow of career opportunities in this lucrative industry, with ample room for personal and career growth. Starting out in junior roles and getting your foot in the door is integral to this growth, as essential skills will be developed and applied to myriad facets of this necessary sector.

The administrative and support services area of the Australian business workforce is projected to grow by 6.6 percent as of May 2023. These services include general and accounting clerks, receptionists, office and human resources managers, and accounting clerks, and are all positions that allow for entry-level candidates.

This qualification will provide practical skills and essential operational knowledge, where you will work closely with professionals to achieve your career goals and aspirations. At the end of this course, you will be well equipped in a variety of skills that will bolster your career in this flourishing industry.

Within this entry-level qualification, you will develop fundamental operational knowledge of customer service, health and safety, communication, working effectively with others, and how to process and maintain workplace information.

This nationally accredited qualification provides the foundations required to upskill and pursue further course studies in the business and administrative industry or go on to university.

## COURSE FEE

Full fee payment option available. Please contact us for more information.

## ENTRY REQUIREMENTS

There are no entry requirements for this qualification. However, students may be required to complete a Language, Literacy and Numeracy (LLN) Assessment to determine any learner support requirements. For all students undertaking nationally recognised training in Australia, it is mandatory to have a Unique Student Identifier (USI).

## LOCATION

These services are delivered on behalf of The Learning Collaborative by approved Third Parties. Our Third Parties are conveniently located throughout south-east Queensland.\*



RTO: 32350 | Your Partnering Solution in Education

# BSB20115 CERTIFICATE II IN BUSINESS

## UNITS OF STUDY

This qualification contains 12 units. These units are made up of 1 core unit plus 11 elective units.

### CORE UNITS

**BSBWHS201** Contribute to health and safety of self and others.

### ELECTIVE UNITS

Below lists the current electives available for selection, please contact us for more information.

**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.  
**BSBITU203** Communicate electronically.  
**BSBITU211** Produce digital text documents.  
**BSBITU212** Create and use spreadsheets.  
**BSBWOR201** Manage personal stress in the workplace.  
**BSBWOR203** Work effectively with others.

## RECOGNITION OF PRIOR LEARNING

If students hold prior relevant work experience or formal qualifications issued by other Registered Training Organisations (RTOs), these may count as credit towards specific units. Please contact us for more information regarding eligibility or applications for Recognition of Prior Learning (RPL).

## CAREER OPPORTUNITIES

Successful completion of this qualification may lead to employment in a number of office administration roles including:

### ADMINISTRATION ASSISTANT

Perform general clerical tasks and handle routine duties within the organisation including preparing reports and invoices, managing calendars, organising files and offering general support to colleagues.

### CLERICAL OFFICER

Run and coordinate the day-to-day administrative duties of an organisation, such as answering phones, entering data into spreadsheets and word processing software.

### CUSTOMER SERVICE OFFICER

Work directly with customers to answer their questions, provide support where needed and redirect them to the appropriate team or department within the organisation.

### RECEPTIONIST

Deliver exceptional customer service assistance and perform a variety of administrative support tasks including answering phones, greeting visitors, managing inquiries and ordering office supplies.



the learning  
collaborative

RTO: 32350 | Your Partnering Solution in Education

## GET IN TOUCH

For further details regarding course information or student fees please contact us:

**P** 1300 136 780  
**E** enquiries@tlc.training  
**W** www.tlc.training



NATIONALLY RECOGNISED  
TRAINING