
Certificate II in Business BSB20107

Description

This qualification reflects the role of individuals who perform a range of mainly routine tasks using limited practical skills and fundamental operational knowledge in a defined context, working under direct supervision.

Job roles and titles vary across different industry sectors. Possible job titles relevant to this qualification include: Administration Assistant; Clerical worker; Data Entry Operator; Information desk Clerk; Office Junior; Receptionist.



Qualification Pathways

There are no prerequisite requirements for individual units of competency.

Preferred pathways for candidates considering this qualification include:

- 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

After achieving the BSB20107 Certificate II in Business, candidates may undertake the BSB30107 Certificate III in Business, a qualification for those seeking to develop more specialised technical skills and knowledge for working in a range of business environments, or other relevant Certificate III qualifications.

Qualification Rules

1 Core Unit + 11 Elective Units = 12 Units

Training & Recognition of Current Competencies (RCC)

Much of the training is delivered on-the-job through reading, interacting with colleagues and completing useful project work. You only need to attend off-the-job training if a competency cannot be acquired at the workplace.

You may already have many of the skills required to qualify for this qualification. There is no need to be trained in things you can already do. NDA will assess current skills and give recognition for relevant competencies.

Core Unit

BSBOHS201A Participate in OHS processes

7 elective units must be selected from the elective units listed below:

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

FNSICGEN305B Maintain daily financial/business records

The remaining 4 elective units may be selected from the elective units above, or any currently endorsed Training Package or accredited course at the same qualification level. If not listed below **2** of the **4 elective units** may be selected from either a Certificate I or a Certificate III qualification.