



BSB20120
Certificate II in Workplace Skills

NDA TRAINING TASMANIA
Hobart | Launceston | Ulverstone

03 6334 4910
www.nda.com.au

NDA Computing Pty Ltd - RTO Provider 60034

About NDA

NDA Training Tasmania (NDA Computing Pty Ltd) is a registered training organisation (RTO Provider Number 60034) offering training and assessment in the 'Business Services' and 'Information and Communications Technology' (ICT) Training Packages.

NDA has been in operation for over 30 years and is 100% locally owned and operated.

NDA operates in accordance with the Standards for Registered Training Organisations (2015), and has obligations to ensure that all training and assessment offered:

- Provides a quality outcome for learners,
- Meets the requirements of the Standards for Registered Training Organisations (2015), and
- Provides AQF certification documentation.

Training results for Qualifications and Statements of Attainment are recognised and accepted by industry and other educational institutions throughout Australia.

The following information is provided to enable you, as a potential learner, to make an informed choice before enrolling in any training and assessment services. You need to consider if this is the right qualification for you and your needs, and if the delivery methods, schedule, fees and requirements are right for you. The following information is provided to assist with your decision making. If you have any further questions about this qualification, please contact NDA on (03) 6334 4910.

Why choose us?

NDA provides FREE access to all relevant NDA training courses that align to units on the training plan. No other RTO provides this service, and few provide face-to-face training with qualifications.

An NDA assessor will visit both the trainee and the trainee's supervisor regularly and provide progress reports after each assessment. Trainees receive FREE phone support from the NDA Help Desk.

A permanent NDA assessor will be assigned to your staff member and will provide support through the entire qualification. Many other RTOs use contract assessors who often change during a qualification.

NDA offers flexible training options to suit the needs of both the business and the individual, including face-to-face training and assessment, self-paced learning resources, and access to online services.

NDA has professionally equipped training centres in Hobart, Launceston and Ulverstone providing a consistent service state-wide.

Support available for learners

NDA provide support in accessing the following services:

- Learning support
- Travel and allowance subsidy for training
- Counselling
- Housing assistance
- Financial management assistance

BSB20120 – Certificate II in Workplace Skills:

Course overview

The BSB20120 Certificate II in Workplace Skills

Entry requirements

Although there are no official entry requirements for the Certificate II in Workplace Skills, NDA strongly recommends learners have the following:

- Have access to a computer (with Adobe Reader, Microsoft Word and Internet)
- Have a reasonable level of language, literacy and numeracy skills.
- Have an intermediate level of technology skills.

Examples of job roles for learners wanting to undertake this qualification may include, but are not limited to: Receptionist, Data Entry Operator, Customer Service Officer, Payroll Officer, Clerical Officer, and Administration Assistant.

Volume of learning

The Australian Qualifications Framework (AQF) volume of Learning Indicators, provide a starting point for the amount of training provided for a qualification at an AQF Level (3) Certificate and states the following volume of Learning:

Certificate II	1-2 years	approximately 1200-2400 hours
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*This indicator is designed to be a starting point only and many factors can affect the amount of training required.

If you work fulltime, you are given 24 months to complete the Certificate III in Business qualification. Extensions for qualification completion are available upon request to our RTO Administrator where learners can supply sufficient reasoning. Alternatively, you may complete the qualification early by agreement with your assessor and employer.

Suspensions, extensions and cancellations

Information on the suspension, extension and cancellation processes and who you should contact can be found in the Student Information Guide which you have also been provided with in this pack.

Training courses

One of the benefits of undertaking a qualification with NDA is the opportunity to attend NDA training courses that are aligned to your qualification at no extra cost. As these are public courses, attendance is always made on a 'waitlist' basis until we can confirm there are enough participants to run the course. You will be notified a week prior to the course if it is not going ahead.

Any cancellation or transfers by the trainee 5 or less working days prior to the course will incur a \$50 cancellation fee. The cancellation fee may be waived upon presentation of a doctor's certificate. For any cancellations or transfers please contact our Client Services Officer directly.

How is the qualification delivered?



Face to Face Classroom Sessions

The face-to-face classroom sessions are training courses that have been developed to directly align to specific units in the qualification. This delivery method is undertaken in conjunction with self-paced study. With this delivery method, you will have access to many avenues of support including:

- Ongoing email support
- Telephone support (Monday – Friday during business hours)
- Workplace assessment visits
- Regular administration contact



Online Study

The online study delivery method is completed in your own time through our online eLearning centre and is highly suited to motivated self-learners. With this delivery method you are given access to all the resources and assessment materials for the units you have enrolled in, as well as access to support including:

- Ongoing email support
- Telephone support (Monday – Friday, during business hours)
- Regular administration contact

Upon enrolment you will be provided with a link to the eLearning centre along with a login to access all your resources.



Self-Paced Study

The self-paced study delivery method is completed either in your own time or allocated work time and is highly suited to motivated self-learners. With this delivery method, you will have access to many avenues of support including:

- Ongoing email support
- Telephone support
- Workplace assessment visits
- Regular administration contact

Upon completion of your induction visit you will receive a login for the online study units, as well as all the resources and assessment materials for the completion of the self-paced study units. You will also be provided with training course dates for scheduling with the course co-ordinator.

BSB20120 Certificate II in Workplace Skills units

The Certificate II in Workplace Skills is made up of 10 units of competency (5 Core and 5 Elective units).

The packaging rules for the qualification are:

5 core units plus

5 elective units, of which:

- 1 elective unit must be selected from Group A.
- 1 elective unit must be selected from Group B.
- For the 3 remaining elective units, up to 3 may be selected from Groups A – C; or
- If not listed below, up to 2 units may be selected from a Certificate I, Certificate III or Certificate III from this or any others currently endorsed Training Package qualification or accredited course.

The units and directly aligned training courses that NDA offers are as follows:

	Unit Code	Unit Title	Training Course
CORE	BSBCMM211	Apply communication skills	
	BSBOPS201	Work effectively in business environments	
	BSBPEF202	Plan and apply time management	
	BSBSUS211	Participate in sustainable work practices	Better You, Better Planet
	BSBWH5211	Contribute to the health and safety of self and others	
	Group A		
ELECTIVES	BSBCRT201	Develop and apply thinking and problem-solving skills	
	BSBPEF201	Support personal wellbeing in the workplace	Better You, Better Planet
	Group B		
	BSBFIN301	Process financial transactions	Get Started with MYOB / XERO
	BSBTEC201	Use business software applications	Word Essentials and Excel (Day 1)*
	BSBTEC202	Use digital technologies to communicate in a work environment	
	BSBTEC203	Research using the internet	
	Group C		
	BSBOPS202	Engage with customers	
	BSBOPS203	Deliver a service to customers	
	BSBTWK201	Work effectively with others	
	SIRXCEG002	Assist with customer difficulties	
	SIRXPDK001	Advise on products and services	
	Eligible electives from other qualifications (max. 2)		
	BSBTEC301	Design and produce business documents	Word Essentials and Excel (Day 1)
	BSBOPS304	Deliver and monitor a service to customers	Deliver Exceptional Service
	BSBTEC302	Design and produce spreadsheets	Excel Introductory (Day 1)
	BSBWRT311	Write simple documents	Write with Confidence

*These courses also require post-course work to be completed.

How is the qualification assessed?

To achieve this qualification learners are required to be found Competent in 13 units of competency. The following methods are used to gather evidence of competence:

NDA training course

- NDA offers training courses that align to some units of competency. Assessment activities completed during these training courses can help to demonstrate competency in the aligned unit.

Activities

- Learners are provided with workbook resource material for each of their self-paced study units in the qualification. The final section of each unit is an activity. If you choose to complete this form of assessment, all activities should be completed and returned to your assessor.

Questions and answers

- If you choose to complete this form of assessment all questions and answers should be completed and returned to your assessor.

Project or workplace evidence

- The projects are designed for the unit of competency. These are generic projects and may not correlate to the learner's industry. Alternatively, appropriate workplace evidence can be provided for assessment. Workplace evidence must be relevant to the unit of competency requirements.

Supervisor/assessor/third party report

- This report allows the learner's supervisor to comment on the skills they have observed the learner demonstrate. These observable skills should align to the requirements of the unit of competency. If the learner doesn't have a supervisor, then the assessor or a third party can perform this task.

RPL portfolio

- Learners can submit a portfolio of recognition of prior learning (RPL) evidence to the assessor for assessment relevant to the unit of competency.

The training plan completed upon induction outlines the training and assessment methods for each unit of competency. It also outlines the units to be assessed via an assessment visit with you, your supervisor and your NDA assessor. Assessment visits are normally spaced between 3-to-4-month intervals. Your assessment co-ordinator will arrange a date, time and place for your assessment visit.

Zoom Assessments

NDA may need to revert to Zoom based assessments under certain circumstances, particularly relating to any COVID developments.

Payment

Fee for Service

If the Learner is ineligible for funding, ***the total course fee is \$3,000.***

Fees charged by NDA include all resources, training and assessment services, *including* attendance at relevant NDA training courses, where applicable.

The invoicing structure for fee for service clients is as follows:

First Instalment – 50%

- This is invoiced the month after enrolment and includes a **\$500 non-refundable enrolment fee.**

Second Instalment – 25%

- This is invoiced at the halfway point of the qualification (in units or time).

Final Instalment – 25%

- This is invoiced one month before the completion of the qualification.

Refunds

NDA's refund policy can be found on our website www.nda.com.au

