

# Certificate II in Business



## BSB20115

### Overview

All industries require office workers, therefore the job opportunities are broad. Your job might involve answering the phone and dealing with customer enquiries, typing letters and emails, maintaining diaries, arranging travel, and supporting supervisors and management.

The Certificate II in Business is an entry level qualification in office work. The course includes basic computer, communication and workflow skills.

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

- Administration Assistant
- Clerical Worker
- Office Support
- Receptionist

### Delivery mode

The delivery is flexible and made up of the following:

- Full Time
- Part Time
- Classroom
- Online
- Distance training
- Work based
- RPL
- A combination of the above

### Assessment

We use a variety of flexible assessment strategies to ensure participants have the best chance of success.

Assessment strategies include:

- Written Assessment
- Oral Questions
- Project(s)
- Observation (Vocational Placement)

### Entry requirements

There are no entry requirements into this qualification. All applicants undergo a Pre Training Assessment to evaluate the suitability of this qualification and, if necessary, to adjust the training and/or assessment strategies, or to recommend preparatory studies.

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## WISE Training and Interskills

WISE Training and Interskills deliver flexible, innovative and nationally accredited training programs that can help you meet your employment goals.

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### Core Units

BSBWHS201 Contribute to health and safety of self and others

### Electives

BSBCUS201 Deliver a service to customers  
BSBINM201 Process and maintain workplace information  
BSBITU203 Communicate electronically  
BSBCMM201 Communicate in the workplace  
BSBITU201 Produce simple word processed documents  
BSBINN201 Contribute to workplace innovation  
BSBITU202 Create and use spreadsheets  
BSBIND201 Work effectively in a business environment  
BSBWOR202 Organise and complete daily work activities  
BSBWOR203 Work effectively with others  
BSBWOR204 Use business technology

### Course details

To achieve a full qualification, a total of 12 units must be successfully completed: 1 core unit and 11 elective units.

### For further information

#### WISE Training

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