



MAY21
RTOID#: 20855

BSB20120 CERTIFICATE II IN WORKPLACE SKILLS



(RELEASE 1)

This qualification reflects the role of individuals in a variety of entry-level Business Services job roles, and suitable for those that have not yet entered the workforce and are developing the necessary skills in preparation for work.

These individuals carry out a range of basic procedural, clerical, administrative or operational tasks that require self-management and technology skills. They perform a range of mainly routine tasks using limited practical skills and fundamental operational knowledge in a defined context. Individuals in these roles generally work under direct supervision.

DELIVERY

Online through our custom learning management system. Students will be actively supported and mentored through your studies and can access our training hub for further support.

DURATION

Flexible study options with enrolments being valid for up to 12 months.

EMPLOYMENT

Career Pathways for graduates are across a variety of industries such as Sales, Labour, and Community Services and is suitable for those entering the workforce.

UNITS OF COMPETENCY

Our program is structured with the following units of competency:

SEMESTER ONE

BSBCMM211 Apply communication skills
BSBXCM301 Engage in workplace communication
BSBPEF201 Support personal wellbeing in the workplace
BSBSUS211 Participate in sustainable work practices
BSBWHS211 Contribute to the health and safety of self and others

SEMESTER TWO

BSBOPS203 Deliver a service to customers
BSBTEC201 Use business software applications
BSBTEC101 Operate digital devices
BSBOPS201 Work effectively in business environments
BSBPEF202 Plan and apply time management

ENTRY REQUIREMENTS

It is a government requirement that all students completing this course have a unique student identifier (USI). To commence this course students should register for a USI via www.usi.gov.au

Students will also require:

- Access to a computer, tablet or smartphone
- Personal email address
- Access to reliable internet connection
- Basic digital literacy skills
- Meet language, literacy and numeracy requirements
- PDF reader (for example Adobe Acrobat)
- Access to the MS Office suite (or equivalent)
- Motivation and capability to study course material and complete assessment activities

GETTING STARTED

Give us a call on 1300 471 660, email us on admin@keyinstitute.com.au or visit our website keyinstitute.com.au today.