

# BSB20120: Certificate II in Workplace Skills

Registered Training Organisation: Mount Alvernia College (RTO: 41391)

VET

## Why Study the Certificate II in Workplace Skills?

This qualification reflects the role of individuals in a variety of entry-level Business Services job roles.

This qualification also reflects the role of individuals who 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.

Graduates will be able to use their Certificate II in Workplace Skills

- as an entry level qualification into the Business Services Industries (e.g. junior administration officer)
- to pursue further tertiary pathways (e.g. Certificate III in Business, Diploma or Bachelor of Business)

Students completing this Certificate will be awarded 4 points towards their Queensland Certificate of Education (QCE). Also, upon completion of the course they may be eligible for an ATAR and/or Selection Rank for entry into further study.

## How is student work assessed in the Certificate II in Workplace Skills?

A range of teaching/learning strategies will be used to deliver the competencies. These include

- Practical tasks/experience
- Hands-on activities involving customer service

Evidence contributing towards competency will be collected throughout the program. This process allows a student's competency to be assessed in a holistic approach that integrates a range of competencies.

## Units of Competency offered

Core Unit	
BSBCMM211	Apply communication skills
BSBOPS201	Work effectively in business environments
BSBPEF202	Plan and apply time management
BSBSUS211	Participate in sustainable work practices
BSBWHS211	Contribute to the health and safety of self and others
Elective Units	
BSBPEF201	Support personal wellbeing in the workplace
BSBTEC201	Use business software applications
FSKDIG001	Use digital technology for short and basic workplace tasks
BSBOPS202	Engage with customers
BSBBOPS203	Deliver a service to customers
<b>Cost – Fees included as part of annual school fees</b>	

