

# Certificate II in Business [BSB20107]



## **About this Qualification**

If you are looking to give an employee a start in an administrative or clerical role this course offers the essential grounding skills that apply to all business roles.

The course covers essential skills, such as communication, teamwork, safety, use of business technology, processing financial documents and information handling.

This course delivers foundation knowledge and skills required to enter employment as a clerical or administrative worker across all industries.

The Certificate II in Business qualification allows a range of subject options to enable businesses to select the skills and knowledge that their staff would benefit from training in. It suits new employees in an administrative or clerical role.

This flexibility with subject choice makes this qualification one that can be tailored for most business types and job roles.

## **Course Suitability**

The Certificate II in Business qualification is targeted at school leavers entering the workplace or more mature workers who do not have any prior office work experience.

The job roles that may suit this course include:

- Trainees
- Office Assistants
- Receptionists
- Customer Service Clerks
- Data Entry Operator

## **Enrolment Options**

This qualification is available in most states as a government funded Traineeship enrolment\*

\*Subject to eligibility in your state. Refer to our brochure "About Traineeships".

The qualification is also available for individual students to enrol on a private basis.

Employers can also directly enrol staff where Traineeship enrolment is not suitable.

## **Course Fees**

The course fees for eligible New Worker Traineeship enrolments\* are paid directly by the government. The only fees payable by the employer for eligible New Worker Traineeship enrolments are the compulsory annual Enrolment Fee as set by the relevant state government.

For Existing Worker Traineeships, Individual Enrolments and Employer Sponsored Enrolments refer to the College Fee Schedule for current pricing terms, and discounts available for multiple enrolments from employers.

All course fees cover the full cost of course materials issued to students.

## **Course Duration**

The qualification is timetabled to be completed in one year over a 26 week period, with students required to mail assignments to the College at regular intervals.

Regular study of approximately 2 hours per week, in conjunction with on-the-job practice of the skills covered in the course would normally be required to successfully complete this qualification.

The timetable can be extended to a longer period subject to maximum timeframes set in each State for Traineeship enrolments (generally 12 months).

Students can complete as early as they like – as they study at their own pace.

Enrol at any time as the College has continuous courses all year round.

## **Course Benefits**

The qualification offers:

- cost effective ways for employers to skill staff
- access to Traineeship Incentives
- flexible methods of delivery
- structured, high quality training
- wide range of subjects that allow tailoring to individual business and employee needs



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## **College Trainers and Materials**

Each student will have a dedicated College Training Manager to provide immediate assistance and support.

The College Trainers all have “real life” experience in the areas that they train in, and so have the expertise and skills to provide effective student and employer support.

The course materials are delivered in separate “modules” or workbooks. Each module concentrates on a specific theme, and may cover a number of “units of competency” (these are the “national standards” that apply to the qualification).

The College course material is easy to read and understand and is kept up to date with current business practices and relevant legislation.

Students are issued a Course Folder to keep their course material organised.

## **Course Delivery**

Course can be delivered in a range of delivery modes based on the most suitable mode for the circumstances:

- workbook / correspondence
- on-line learning
- class room learning

In some situations the mode will be a mix of these options. Discuss these options with the College.

Workbook modules are designed so that students can use small periods of time to “study”. This makes the course achievable even in a busy office – with small periods of time being able to be used effectively.

## **Entry Requirements**

Average level literacy skills are required for this qualification.

Subject to the electives chosen a computer with Microsoft Office applications (Word, Excel, PowerPoint and Outlook) and basic PC skills may be required.

Subject to the electives chosen, average English language communication skills may be required.

## **Course Subjects and Electives**

The qualification includes the following core modules:

- Use Technology in the Workplace
- Achieving Work Priorities
- Safety at Work
- Greenlight to Customer Service

The qualification includes the following elective modules:

- Word Processing Skills
- Using Outlook
- Processing Mail
- Write Simple Documents

## **Qualification & Career Pathway**

Career paths include opportunities:

- Office Assistant
- Secretary
- Administration Assistant

This is a nationally accredited, formal qualification recognised as part of the Australian Qualifications Framework.

After completion of this qualification you have a range of opportunities to continue your studies at Certificate III level in:

- Business Administration
- Financial Services
- Frontline Management
- or continue with Business

