



BSB20120

Certificate II in Workplace Skills

Duration	12 months
Location(s)	NT
Delivery	Distance learning and workplace assessment.

ABOUT THIS COURSE

This qualification reflects the role of individuals in a variety of entry-level business services job roles. It 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.

ENTRY REQUIREMENTS

There are no entry requirements for this qualification. A pre-enrolment process to determine suitability and support requirements will be conducted and will include a Language, Literacy, Numeracy and Digital Skills (LLND) assessment.

COURSE FEES

Course Fee includes \$400 non-refundable enrolment fee	\$2,500.00
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Recognition of Prior Learning (RPL)	\$120.00 per unit
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Course fees include all learning and assessment material (excluding textbook/s), and a certificate upon successful completion. Students are responsible for the purchase of textbook/s relevant to this qualification

PAYMENT OPTIONS

Speak to Saltbush about eligibility for a traineeship and other payment options.

WORK PLACEMENT REQUIREMENTS

There are no mandatory work placement hours required for this qualification.

STRUCTURED LEARNING

Training is conducted using online modules supported by a trainer who will support workplace-based training, observations and assessment.

A training plan will be provided to assist the successful progress through the learning program within the suggested timeframe.

QUALIFICATION CONTENT

Total number of units: 10 – 5 compulsory core units, plus 5 elective units*

CORE UNITS

BSBWHS211	Contribute to the health and safety of self and others
BSBCMM211	Apply communication skills
BSBOPS201	Work effectively in business environments
BSBPEF202	Plan and apply time management
BSBSUS211	Participate in sustainable work practices

ELECTIVE UNITS

BSBPEF101	Plan and prepare for work readiness	Stream 1 & 2
BSBCRT201	Develop and apply thinking and problem-solving skills	Stream 1 & 2
BSBTEC101	Operate digital devices	Stream 1 & 2
BSBOPS202	Engage with customers	Stream 2
SIRXCEG002	Assist with customer difficulties	Stream 2
BSBDAT201	Collect and record data	Stream 1
BSBTEC201	Use business software applications	Stream 1

** The elective units listed have been selected as the most beneficial, but alternatives can be discussed with your trainer. The stream is selected with the learner at enrolment, guided by the job outcome sought, the referring program and local employer requirements.*

LICENSING / REGULATORY INFORMATION

No licensing, legislative or certification requirements apply to this qualification at the time of publication.

RESOURCES

Students are provided with a personal online LMS account in preference to hardcopy resources.

Students are required to have access to a computer, internet and Zoom to complete assessment tasks.

ASSESSMENT

Assessments vary with each unit, including questioning, project work, observations or supervisor reports. Students will be provided with a training plan and assessment guide.

RECOGNITION OF PRIOR LEARNING (RPL) & CREDIT TRANSFERS

Students can apply for Recognition of Prior Learning and Credit Transfers during pre-enrolment or after enrolment. Students must complete an RPL Self-Assessment before applying, followed by an interview with an assessor, whereafter final assessments will be made based on evidence provided.

WITHDRAWING FROM A QUALIFICATION

A student may withdraw from this qualification and receive, where relevant, a Statement of Attainment for all units of competency that have been successfully completed.

SUPPORT SERVICES

Saltbush Training Services supplies support for students in many areas, including Careers and Employment, Equal Opportunity, Discrimination and Harassment advice and Learner Support Services.

CAREER PATHWAYS

Possible relevant job titles include:

- Administration assistant
- Customer service assistant
- Office / Clerical assistant
- Retail or Community Services assistant
- Trainee or entry-level worker

STUDY PATHWAYS

- BSB30120 Certificate III in Business
- BSB30220 Certificate III in Entrepreneurship and New Business
- Further vocational training aligned to the student's chosen industry, or entry-level employment