



Achieve your aspirations

BSB20115 CERTIFICATE II IN BUSINESS

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Course Description

This qualification reflects the role of individuals in a variety of junior administrative positions who 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.

The qualification provides a pathway to work in a diverse range of businesses.

Individuals with this qualification are able to perform roles such as administration assistant, clerical worker, data entry operator, information desk clerk, office junior or receptionist.

Total Number of Units - 12

1 core unit and 11 elective units.

1 Core Unit

BSBWHS201 Contribute to health and safety of self and others

11 Elective Units

BSBCUS201 Deliver a service to customers

BSBIND201 Work effectively in a business environment

BSBINM201 Process and maintain workplace information

BSBCMM201 Communicate in the workplace

BSBSUS201 Participate in environmentally sustainable work practices

BSBWOR202 Organise and complete daily work activities

BSBWOR203 Work effectively with others

BSBDIV301 Work effectively with diversity

BSBWOR301 Organise personal work priorities and development

FSKNUM14 Calculate with whole numbers and familiar fractions, decimals and percentages for work

FSKNUM15 Estimate, measure and calculate routine metric measurements for work

Course fee \$1200 - Funding options may apply.

Contact us for more information and eligibility check.

Mode of delivery:

Face-to-face, online, self-paced

Entry Requirements

No entry requirements.

Industry work placement will be provided to learners.



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TRAINING