



BSB20120 CERTIFICATE II WORKPLACE SKILLS

This qualification is delivered over one year under the auspices of Skills Strategies International Pty Ltd (RTO Code 2401)

What is a Certificate II in Workplace Skills all about?

This qualification provides students with the transferrable skills required on contemporary workplaces. Students will learn computing, communication and organisational skills that they can apply to various other career paths in the world of business. Skills include formal communication written communication skills such as emailing, word processing, workplace communication, organisation and innovation, workplace health and safety, customer service and understanding how to support wellbeing within your employment. Students will also have the opportunity to meet and work with entrepreneurs in the local community.

Career Pathways

Possible job titles relevant to this qualification include entry level administrative assistant, clerical officer, receptionist, data entry operator, information desk clerk.

Units of Competency covered in this qualification are

Core

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

Electives

BSBPEF201	Support personal wellbeing in the workplace
BSBTEC202	Use digital technologies to communicate in a work environment
BSBTEC201	Use business software applications
BSBOPS203	Deliver a service to customers
BSBTEC303	Create electronic presentations