

Certificate

II in Business BSB20115

This course gives students a solid grounding in general office administration and the chance to get their foot in the door via a range of junior positions. Students will gain the practical skills and business knowledge to prepare them for employment in entry-level roles such as administrative assistant, data entry operator, information desk clerk, office junior and receptionist.

WHO IS THIS COURSE FOR?

Given the technical nature of this course, we recommend students have language, literacy and numeracy skills at a minimum of Year 10 or equivalent to Certificate II level.

COURSE STRUCTURE

Students learn through a flexible blend of face-to-face and distance learning, so they can fit their study around other commitments. This course takes between 8–12 months to complete. Students must complete 12 units of competency, including one core unit and 11 elective units.

CORE UNITS

UNIT CODE	UNIT NAME
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BSBWHS201	Contribute to health and safety of self and others
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ELECTIVE UNITS*

*Elective selection may vary according to customer requirements

UNIT CODE	UNIT NAME
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BSBCUS201	Deliver a service to customers
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BSBINN201	Contribute to workplace innovation
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BSBCMM201	Communicate in the workplace
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BSBITU211	Produce digital text documents
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BSBWOR202	Organise and complete daily work activities
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BSBWOR203	Work effectively with others
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BSBWOR204	Use business technology
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FSKLRG10	Use routine strategies for career planning
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FSKLRG11	Use routine strategies for workrelated learning
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BSBITU112	Develop keyboard skills
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FSKOCM04	Use oral communication skills to participate in workplace meetings
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HOW TO APPLY FOR THIS COURSE

To apply or find out more, phone MTC Australia on 1300 232 663 or go to mtcaustralia.com.au

WHY CHOOSE THIS COURSE?

In a friendly and supportive environment, you'll gain basic practical skills and fundamental operational knowledge. Our trainers are both experienced and approachable, and will work closely with you to help you achieve your goals. Gain confidence with new skills, a certification, and a clearer career path for your future.

Practical Skills

The course has a strong focus on IT skills, as these are essential to administrative roles across all sectors. Other electives allow students to develop highly relevant skills such as customer service and communication.

Flexible Learning

Our flexible, blended delivery model allows students to fit their study in around other commitments.

Recognition of Prior Learning (RPL)

We recognise the prior knowledge and skills students may have gained through previous training, education or work, including formal and informal learning. For more information please contact us.

Respect

MTC Australia celebrates the things that make us all unique and aims to make clients feel welcome, safe and supported.

Proven Results

Since 2001 we have delivered training to more than 15,000 people, empowering them to unlock their potential and create new career and life opportunities.



WHAT WE DO

MTC is the social enterprise that gives people the inspiration, capability and opportunity to create a fulfilling life. We deliver high impact employment, training and youth programs that help people gain skills for employment and entrepreneurship, build self-worth, and enable possibilities for transformative change.

