

BUSINESS SERVICES

(BSB20115) Certificate II in Business



This VET Board Developed Course aims to provide students with the foundation knowledge and the elementary skills required to assist a business or organisation to function and connect to its customers and community.

The qualification is recognised as an entry-level qualification for employment in the Business Services Industry and provides opportunities to:-

- Apply knowledge & understanding of WHS requirements
- Use a range of business/office equipment and technology
- Maintain and update information and file systems, both electronic and physical
- Answer telephones and directing enquiries to appropriate personnel
- Provide client services— receive clients, make appointments and handle client enquiries
- Organise work schedules to meet outcomes
- Work independently and in teams.

Course Duration/ Hours	240 Hours / 2 year course (with an optional HSC Examination and inclusion for the ATAR calculation)
Unit Value	2 Units Preliminary and 2 Units HSC
Qualification	Students undertaking the 240 hour course may achieve a BSB20115 Certificate II in Business
Assessment	<p>Holistic assessment is used to assess students against a range of elements of competency. One assessment task may include a number of competencies. The methods used for collecting evidence of competency may include:</p> <ul style="list-style-type: none"> • Workplace journals and reports • Case Studies /simulation exercises • Portfolios and research assignments • Oral questioning and presentations • Finished products • Practical demonstration of specific skills/knowledge <p>The performance criteria used for assessment are contained in the units of competency http://training.gov.au/Training/Details/BSB20115</p> <p>Students will be awarded a Competent (C) or Not competent (NC) based on the achievement of the performance criteria.</p>
Work placement	Mandatory 70 hours for the 240 Hour course
SBAT	See the subject selection book for more details about School based traineeships. http://www.sbatnsw.info/
Career Pathway	<p>This course provides a pathway to BSB30115 Certificate III in Business, BSB30415 Certificate III in Business Administration or BSB40215 Certificate IV in Business.</p> <p>These pathways can provide a more defined focus in the Business Services Industry, eg: Administration, Human Resources, Legal or Medical. Possible job roles include: Administration Assistant, Clerical Worker, Data Entry Operator or Receptionist.</p>

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This course is nationally recognised and is based on the Business Services Training Package (BSB) 2.0.

Unit Code	Units of competency	AQF Status	HSC Status	HSC Hours
	Requirements	12 Units: 1 Core, 11 Elect Min 7 listed/ max 4 other TP & equivalent	7 Mandatory 135 hrs Electives 105 Hrs	Indicative
240 Hours				
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BSBWHS201	Contribute to health and safety of self and others	Core	Mandatory	15
BSBCUS201	Deliver a service to customers	Listed Elective	Mandatory	15
TLIP2029	Prepare and process financial documents	Elective (max 2 @ Cert I and/or III)	Mandatory	25
BSBIND201	Work effectively in a business environment	Listed Elective	Mandatory	25
BSBINM201	Process and maintain workplace information	Listed Elective	Mandatory	20
BSBINN201	Contribute to workplace innovation	Listed Elective	Mandatory	15
BSBSUS201	Participate in environmentally sustainable work practices	Listed Elective	Mandatory	15
BSBITU201	Produce simple word processed documents	Elective	Elective	20
BSBWOR202	Organise and complete daily work activities	Elective	Elective	15
BSBWOR204	Use business technology	Elective	Elective	15
BSBITU202	Create and use spreadsheets	Elective	Elective	20
BSBITU307	Develop keyboarding speed and accuracy	Elective	Elective	25
BSBINM202	Handle mail	Elective	Elective	10
BSBITU203	Communicate electronically	Elective	Elective	10
Total indicative hours:				245

USEFUL LINKS

<http://training.gov.au>
<http://www.myskills.gov.au/>
<http://www.sbatinnsw.info/>