



## BSB20107 – Certificate II in Business

### What career options do I have?

Clerical Assistant, Administration Assistant. This qualification may provide a pathway to related Certificate III studies.

### What will I learn?

This course provides the knowledge and practical skills necessary for Year 10 school leavers or mature persons to gain initial employment in the office area. It is also designed to allow mature persons to gain up-to-date competencies in office skills to enable them to re-enter the workforce.

### What qualification will I receive?

Certificate II in Business or a Statement of Attainment for competencies achieved.

### Where will I train?

Mount Isa, Cloncurry, Lower Gulf or from home.

### How long will the training take?

Duration will depend on electives, study mode and training plan selected. Students are strongly encouraged to only enrol in one unit at a time.

### How will the training take place?

External (remote), self-paced, day and evening classes on campus. Flexi classes are as followed and it is expected that you attend at least 1 of these sessions:

Mondays	6:00pm – 9:00pm
Wednesdays	9:00am – 2:30pm
Wednesdays	6:00pm – 9:00pm
Fridays	9:00am – 12:00pm

Flexible classes are self-paced with teacher support. External classes are self paced with tutorial assistance when required.

### What assessment methods will be used?

Written / Theoretical / Practical

Assessment methods generally vary according to skills content of competency. May include: short answer responses, observations, demonstrations, projects, discussions, group participation etc. Students will need to make contact with their teacher before receiving any resources; this could be face to face, phone or email.

### Am I eligible?

There are no special entry requirements for this qualification; however, possession of English language and numerate skills equivalent to Year 10 / Certificate I competencies would provide a desirable starting point.

### Is what I already know taken into account?

Yes. Your history of study, skills and experience does matter. Consideration is given to your life and work experiences as well as formal and informal training. This may be applied using the national standard for Mutual Recognition or through Recognition of Prior learning (RPL). Documentary evidence will be requested.

### When can I start?/How do I apply?

Contact the Client Information Centre for the latest course commencement dates and enrolment details.

### Can I go onto further training?

Successfully complete Certificate II in Business and you may gain recognition of your studies towards Certificate III in Business Administration.

### What else might I find useful?

Financial assistance with fees may be available through concessions, or via 'Time to Pay' payment plan. This and other information such as Student Support, Study and Library Assistance, Student Responsibilities, is found in the Mount Isa Institute of TAFE Student Guide/ Handbook.

As a student, you are able to receive extra help with your study and learning skills from learning support staff. If you feel you need this type of support at any time during your study please do not hesitate to ask, and arrangements can be made.

### Where can I find more information?

Contact our friendly Client Information Centre staff on 4744 9999.

### Is there anything I need to bring?

A notebook and pen would be beneficial.

### What is the program structure?

To gain this qualification, 12 units of competency are to be achieved, which includes 1 core unit.

Units suggested by Mount Isa TAFE are:

#### Core unit

BSBOHS201A Participate in OHS processes

#### Computing units

BSBITU102A	Develop keyboard skills
BSBITU201A	Produce simple word processed documents
BSBITU202A	Create and use spreadsheets
BSBITU203A	Communicate electronically

#### Workplace Environment Units

BSBCUS201A	Deliver a service to customers
BSBINM201A	Process and maintain workplace information
BSBINM202A	Handle mail
BSBCM201A	Communicate in the workplace
BSBWOR202A	Organise and complete daily work activities
BSBWOR203A	Work effectively with others
BSBWOR204A	Use business technology

#### Financial Units

FNSICGEN305A Maintain daily financial/business records