

BSB20115 Certificate II in Business

QUALIFICATION REQUIREMENTS:

Completion of **12 units** of competence (1 core and 11 elective units) are required for this qualification.

- 7 elective units must be selected from the elective units listed below
- 4 elective units may be selected from the elective units listed below, or any currently endorsed Training Package or accredited course at the same qualification level
- if not listed below, 2 of the 4 elective units may be selected from either a Certificate I or a Certificate III qualification.

Elective units must be relevant to the work environment and the qualification, maintain the integrity of the AQF alignment and contribute to a valid, industry-supported vocational outcome.

CORE UNITS OF COMPETENCE (Complete this unit)		
BSBWHS201	<p>Contribute to health and safety of self and others</p> <p><i>This unit describes the skills and knowledge required to work in a manner that is healthy and safe in relation to self and others and to respond to emergency incidents. It covers following work health and safety (WHS) and emergency procedures and instructions, implementing WHS requirements and participating in WHS consultative processes.</i></p>	<input type="checkbox"/>
ELECTIVE UNITS OF COMPETENCE (Select 11 units)		
BSBCUS201	<p>Deliver a service to customers</p> <p><i>This unit describes the skills and knowledge required to deliver all aspects of customer service at an introductory level. It includes creating a relationship with customers, identifying their needs, delivering services or products and processing customer feedback.</i></p> <p><i>It applies to individuals who perform a range of routine tasks in the workplace using a limited range of practical skills and fundamental knowledge of customer service in a defined context under direct supervision or with limited individual responsibility.</i></p>	<input type="checkbox"/>
BSBIND201	<p>Work effectively in a business environment</p> <p><i>This unit describes the skills and knowledge required to work effectively in a business environment. It includes identifying and working to organisational standards, managing workload, and working as part of a team.</i></p> <p><i>It applies to individuals developing basic skills and knowledge in preparation for working in a broad range of settings.</i></p>	<input type="checkbox"/>
BSBINM201	<p>Process and maintain workplace information</p> <p><i>This unit describes the skills and knowledge required to collect, process and store, and maintain workplace information and systems. It also includes the maintenance of filing and records systems.</i></p> <p><i>It applies to individuals who perform a range of routine tasks in the workplace, using a limited range of practical skills and fundamental knowledge of information and information systems in a defined context, under direct supervision or with limited individual responsibility.</i></p>	<input type="checkbox"/>

<p>BSBINM202</p>	<p>Handle mail <i>This unit describes the skills and knowledge required to receive and distribute incoming mail, and to collect and despatch outgoing mail. It applies to individuals who perform a range of routine tasks in the workplace, using a limited range of practical skills and knowledge of mail handling under direct supervision or with limited individual responsibility</i></p>	<p><input type="checkbox"/></p>
<p>BSBINN201</p>	<p>Contribute to workplace innovation <i>This unit describes the skills and knowledge required to make a pro-active and positive contribution to workplace innovation. It applies to individuals working in any industry or community context, in both small and large organisations who take a pro-active approach to identifying, suggesting and developing ideas about better ways of doing things at a practical operational level in a specific area of activity. While the individual's overall work is undertaken with some supervision and guidance, they apply discretion, judgement and effective interpersonal skills in order to contribute to workplace innovation.</i></p>	<p><input type="checkbox"/></p>
<p>BSBCMM201</p>	<p>Communicate in the workplace <i>This unit describes the skills and knowledge required to communicate in the workplace including gathering, conveying and receiving information and completing routine written correspondence. It applies to individuals who perform a range of routine workplace communication tasks using a limited range of practical skills and fundamental knowledge of effective listening, questioning and non-verbal communication in a defined context under direct supervision or with limited individual responsibility.</i></p>	<p><input type="checkbox"/></p>
<p>BSBITU201</p>	<p>Produce simple word processed documents <i>This unit describes the skills and knowledge required to develop basic keyboard skills using touch typing techniques in a broad range of settings. It applies to individuals who perform a range of mainly routine tasks and generally work under direct supervision using limited practical skills and fundamental knowledge.</i></p>	<p><input type="checkbox"/></p>
<p>BSBITU202</p>	<p>Create and use spreadsheets <i>This unit describes the skills and knowledge required to correctly create and use spreadsheets and charts using spreadsheet software. It applies to individuals who perform a range of routine tasks in the workplace using a limited range of practical skills and fundamental knowledge of creating spreadsheets in a defined context under direct supervision or with limited individual responsibility.</i></p>	<p><input type="checkbox"/></p>
<p>BSBITU203</p>	<p>Communicate electronically <i>This unit describes the skills and knowledge required to send, receive and manage electronic mail (email), as well as collaborate online using chat rooms, intranets and instant messaging. It applies to individuals who use business technology to perform a range of routine tasks to communicate with co-workers, customers or others. The individual will use a limited range of practical skills and fundamental knowledge in a defined context under direct supervision or with limited individual responsibility.</i></p>	<p><input type="checkbox"/></p>

<p>BSBSUS201</p>	<p>Participate in environmentally sustainable work practices <i>This unit describes the skills and knowledge required to effectively measure current resource use and carry out improvements, including reducing the negative environmental impact of work practices. It applies to individuals, working under supervision or guidance, who are required to follow workplace procedures and instructions, and work in an environmentally sustainable manner within scope of competency, authority and own level of responsibility.</i></p>	<p><input type="checkbox"/></p>
<p>BSBWOR202</p>	<p>Organise and complete daily work activities <i>This unit describes the skills and knowledge required to seek feedback for performance improvement and use current technology appropriate to the task. It applies to individuals working under direct supervision who develop basic skills and knowledge for working in a broad range of settings.</i></p>	<p><input type="checkbox"/></p>
<p>BSBWOR203</p>	<p>Work effectively with others <i>This unit describes the skills and knowledge required to work cooperatively with others and deal effectively with issues, problems and conflict. It applies to individuals who perform a range of routine tasks using a limited range of practical skills, and a fundamental knowledge of teamwork in a defined context under direct supervision or with limited individual responsibility.</i></p>	<p><input type="checkbox"/></p>
<p>BSBWOR204</p>	<p>Use business technology <i>This unit describes the skills and knowledge required to select and use computer software and organise electronic information and data. It applies to individuals who apply a limited range of practical skills with a fundamental knowledge of equipment use and the organisation of data in a defined context, under direct supervision or with limited individual responsibility.</i></p>	<p><input type="checkbox"/></p>
<p>ET Australia on Tel (02) 4323 1233 or Fax (02) 4323 7453 or email@etaustralia.com</p>		