

BSB20120

Certificate II in Workplace Skills



This qualification is suitable for individuals who are entering the workforce or who are looking at gaining employment. It provides the necessary skills to prepare for work including self-management and use of technology.

Employment Opportunities

The completion of this qualification is suitable for employment in:

- Any business or industry area

How is this course delivered?

Our courses are delivered through a range of flexible arrangements including on-the-job training, online learning and self-directed learning. We also offer Recognition of Prior Learning (RPL).

Jobs and Skills WA funded training (WA only)

Jobs and Skills WA is a WA Government program focused on providing training for skills areas and to help create new jobs for Western Australians. Australian College of Training is able to access funded training for eligible persons.

To find out if you are eligible contact us now on (08) 9472 6111.

Why study Business with Australian College of Training?

- We offer training across 8 different industry areas which allows us to customise training to suit a variety of job roles and employment situations.
- We have flexible training and study options to suit individual learner and employer needs.
- High quality, industry-experienced trainers and support staff are here to support training in all study modes.

Duration

12 Months

Traineeship

TBC

Apprenticeship

No

Cost (approx.)

Fee for Service - \$2800

Traineeship – \$1500

Student tuition fees are indicative only and are subject to change given individual circumstances at enrolment. Additional fees may apply such as student services and resource fees.

Other Business Qualifications

BSB30120 Certificate III in Business

BSB40120 Certificate IV in Business

BSB50120 Diploma of Business

Talk to our training specialists today on or visit auscollege.edu.au

ABN 48 106 641 767



This document is current as at 16 March 2023

Qualification Outline

This qualification covers the skills and knowledge to prepare individuals who are new or are yet to enter the workforce and provides a range of essential work tasks.

To achieve BSB20120 Certificate II in Workplace Skills, a total of **ten (10) units** of competency must be completed, including:

- **Five (5) core units, plus**
- **Five (5) elective units**

Elective Units

- One (1) elective unit must be selected from Group A
- One (1) elective unit must be selected from Group B
- The remaining three (3) units may be selected from Groups A, B or C

Unit Code	Core Unit
BSBCMM211	Apply communication skills
BSBOPS201	Work effectively in business environments
BSBPEF202	Plan and apply time management
BSBSUS211	Participate in sustainable work practices
BSBWHS211	Contribute to the health and safety of self and others
Group A – Self-management	
BSBCRT201	Develop and apply critical thinking and problem solving skills
BSBPEF201	Support personal well-being in the workplace
Group B – Technology	
BSBDAT201	Collect and record data
BSBTEC101	Operate digital devices
Group C – Working with others	
BSBOPS203	Deliver a service to customers
BSBOPS202	Engage with customers
BSBTWK201	Work effectively with others