



BSB20120

Certificate II in Workplace Skills

Fee for Service

This qualification reflects the role of individuals in a variety of entry-level Business Services job roles. It also reflects the role of individuals who have not yet entered the workforce, and are developing the necessary skills in preparation for work.

These individuals carry out a range of basic procedural, clerical, administrative or operational tasks that require self-management and technology skills. They perform a range of mainly routine tasks using limited practical skills and fundamental operational knowledge in a defined context. Individuals in these roles generally work under direct supervision.

Course Features

- Flexible Delivery
- Nationally Recognised Qualification
- Industry Experienced Trainers
- Opportunity To develop skills

Possible Employment Outcomes

- Junior Administration Assistant
- Junior Customer Service Officer

Entry Requirements

- Suitable Language and Numeracy Skills
- A Unique Student Identifier
- A computer or laptop with internet access

Course Fees – Full Price

- Student Fee \$3000
- Payment Plans available: 3 months / 6 months

Course Details

- Duration: 6 months flexible study
- Blended Delivery: Online via Zoom
One day per week
- Location: Online
- Contact us to confirm current classes



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Unit Summary

Total number of units = 10

5 core unit

5 elective units

Core Units

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

Elective Units

BSBPEF201	Support personal wellbeing in the workplace
BSBTEC202	Use digital technologies to communicate in a work environment
BSBOPS203	Deliver a service to customers
BSBPEF101	Plan and prepare for work readiness
BSBTWK201	Work effectively with others



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Course Information

Credit Transfer or Recognition of Prior Learning (RPL)

Recognition of Prior Learning (RPL) is a method of assessing your current skills and knowledge that may have been acquired through formal training and/or via informal learning such as work experience. Credit Transfer (CT) is the recognition of your formal training completed through another registered training organisation (RTO). Contact us if you are applying for Recognition of Prior Learning or Credit Transfer

Additional Course Information

Trainer - This course offering will be delivered by Academy of Training (RTO #91215), in some cases with the assistance of our pre-approved training partners. Your Trainer will be experienced and qualified, both as a Trainer and an industry practitioner. They will be dedicated to providing you with skills and knowledge that will be valued by prospective employers, helping you gain employment.

Training Method - Training is delivered online in small groups to ensure you have plenty of interaction with your trainer. There will also be additional reading that you will be required to complete out-of-class.

Resources - You will not be required to purchase or own any additional materials or equipment to complete the Face to Face component of the program - all training and assessment materials are provided. At the student's own cost, you will be required to purchase an AOT work placement uniform.

Support Service - You will have access to your Trainer throughout the program for any educational support. You will also be screened in terms of language, literacy and numeracy (LLN) levels coming into the program and be supported in those areas according to your individual needs. Where we cannot provide sufficient support, you will be referred to a suitable program to develop those skills.

More information - Download the Student Handbook from the AOT website to ensure you are fully informed of all relevant AOT policies, procedures and course information prior to your enrolment.

Contact us - If you have further questions, please contact us on any of the details below.

