



## **Certificate II in Workplace Skills (BSB20120)**

### **About the course**

With this course participants will be prepared for the professional world. They will receive guidance on creating appropriate resumes and cover letters and learn skills relating to customer service, workplace health and safety, time management, effective communication, and proficiency in basic office computer applications.

With possible employment outcomes of an Administration officer or Administrative Assistant This course covers the fundamentals of preparing someone to stake their first steps into the workplace, or for those that have been out of the workforce and hope to regain the skills and knowledge to reconnect with employers whilst seeking a job.

### **Recognition of Prior Learning (RPL)**

RPL is available for each unit of competency based on relevant workplace experience, formal training or other expertise. Recognition will involve submission of evidence.

### **Course Fees**

Fees are variable subject to eligibility for Government subsidised training. Please contact us for more information.

### **Duration**

The minimum duration is 6 months depending on current skills, knowledge and previous experience.

### **Assessment**

Assessment is ongoing during the program and includes undertaking workplace specific activities. The assessments consist of Q&A, project, practicals, and observations. This is completed partially within the classroom with an expectation of approximately an additional 3 hours per week of self-paced study.

### **Access and Equity**

Integrity Business College encourages participants who have disabilities to apply.

### **Possible Delivery Modes**

Delivery for this course is available in multiple modes.

Our preferred and most popular deliver mode:

Virtual Classroom: 3 hour classes every fortnight or 3 weeks, with a trainer and other students. Requires logging into the virtual classroom platform.

Physical Classroom: Fortnightly classes held in our offices.

Traineeships: In addition to choosing one of the options mentioned above, trainees will also participate in up to four progress check-ins over a 12-month period.

\*In specific cases, other tailored options may be available.

**Integrity Business College Australasia Pty Ltd (RTO # 21739)**

**Level 4, Suite 401B, 198 Harbour Esplanade, Docklands, Vic 3008**

**Adelaide: 217 Flinders Street, Adelaide, SA, 5000**

**Tel. 1300 731 451**



### Prerequisites and pathways for the qualification

There are no entry requirements for this qualification, but participants are subjected to a pre-training review to confirm suitability.

**Requirements to receive the Certificate II in Workplace Skills** This qualification requires the demonstration of competency in a minimum of 10 units.

### Potential Units Covered

- BSBPEF101 - Plan and Prepare for work readiness.
- BSBPEF201 - Support Personal Wellbeing in the Workplace
- BSBTEC202 - Use digital technologies to communicate in a work environment.
- BSBCMM211 - Apply Communication Skills
- BSBWHS211 - Contribute to Health and Safety of self and others
- BSBTEC203 - Research using the Internet
- BSBPEF202 - Plan and Apply Time Management
- BSBTEC201 - Use Business Software Applications
- BSBOPS201 - Work Effectively in Business Environments
- BSBSUS211 - Participate in Sustainable Work Practices

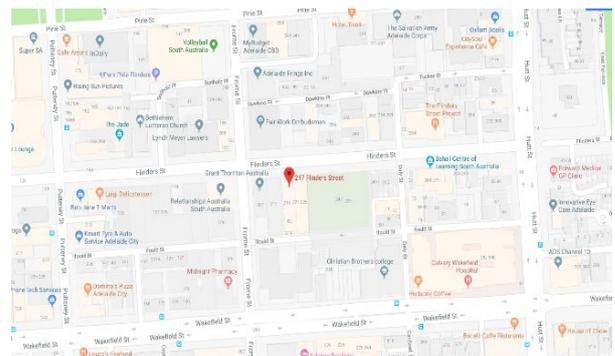
### Locations

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