BSB20115 Certificate II in Business
Years 11 and 12
The Registered Training Organisation delivering this course is Brisbane School of Distance Education (RTO # 1585)

Delivery mode
Online course. Internet access essential.
No hardcopy of materials is provided.
Attendance at three (3) scheduled lessons per week is a mandatory aspect of delivery.

Time commitment
This is a two year course.
The minimum time allocation per semester is 55 hours (4 hours per week including: lesson attendance, personal study time, additional language, literacy and numeracy training and online training and assessment activities within a simulated business environment).

Prerequisites
There are no prerequisites for this Certificate.

Course outline
BSB20115 Certificate II in Business is a nationally-recognised qualification from the Business Services Training Package (Release 2.0).
Students may progress to a higher qualification in Business/Business Administration from this qualification.
The course develops students' office and general administration skills, as required for work in an office environment in any industry. Students will learn how to: use Microsoft Word and Excel to produce business documents and spreadsheets; develop a knowledge workplace health and safety; communicate in the workplace, including the use of electronic communication such as email and discussion forums; work in teams; provide customer service; and organise work tasks and information. Communication is an important workplace skill, therefore students will be required to use their microphones in lessons.
To achieve the BSB20115 Certificate II in Business qualification, students must achieve competency in the core unit and 11 elective units of competency.
The competencies offered are listed below:

Core
BSBWHS201 Contribute to health and safety of others

Electives
BSBIND201 Work effectively in a business environment
BSBINM201 Process and maintain workplace information
BSBCMM201 Communicate in the workplace
BSBITU201 Produce simple word processed documents
BSBITU202 Create and use spreadsheets
BSBITU203 Communicate electronically
BSBWOR202 Organise and complete daily work activities
BSBWOR203 Work effectively with others
BSBCUS201 Deliver a service to customers
BSBITU303 Design and produce text documents
BSBITU101 Operate a personal computer

Work Placement
BSB20115 Certificate II in Business is a vocational education subject and industry experience is extremely valuable to understand the world of work and in order to experience working in the chosen vocational area.
Students are encouraged to undertake some work placement during this course and should contact their trainer/assessor for more information.

Assessment
Assessment is competency based. Students demonstrate the required skills and knowledge during scheduled lessons, submission of tasks, and face-to-face demonstration to an assessor. Until students complete the course, progress is recorded as “Working Towards Competency” (WTC). Students do not receive a rating of A - E. BSB20115 Certificate II in Business is issued when all 12 units are deemed competent. If the full certificate is not achieved a Statement of Attainment is issued listing units achieved.

Requirements
Textbooks
No textbooks are required for this course.
Equipment
- Delivery of lessons requires a computer headset and microphone
- Access to a digital camera and/or digital video

Software
- Windows 7 or higher
- Microsoft Word, Excel and PowerPoint or higher

Credit Transfer
Students who have attained units of competency in another qualification may be eligible for credit transfer towards the achievement of this Certificate. To organise credit transfer, students should contact their trainer/assessor.

Students will gain 4 QCE credit points on completion of the full Certificate.

DISCLAIMER: All information contained is accurate at the time of publication.