BSB20115 Certificate II in Business

Vocational Education and Training course

The Registered Training Organisation delivering this course is Brisbane School of Distance Education (RTO #1585)

BSB20115 Certificate II in Business is a nationally-recognised qualification from the Business Services Training Package (Release 2.0).

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 of 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.

Pathways

Achievement of Certificate II in Business will provide opportunities for individuals to pursue and achieve career goals. Students can progress to a Certificate III or higher in Business or Business Administration (Medical, Legal, Education, International Education).

Structure

The BSB20115 Certificate II in Business course is structured into four topics studied over two years. Units of Competency studied in each topic are:

<table>
<thead>
<tr>
<th>Topic 1</th>
<th>Topic 2</th>
<th>Topic 3</th>
<th>Topic 4</th>
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<tbody>
<tr>
<td>Working safely, getting organised and working effectively</td>
<td>Using a computer to design and produce business documents and correspondence</td>
<td>Managing workplace information, communicating effectively and providing customer service</td>
<td>Creating and using spreadsheets and charts</td>
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<tr>
<td>BSBWHS201 Contribute to health and safety of self and others (core)</td>
<td>BSBITU111 Operate a personal digital device</td>
<td>BSBMM201 Communicate in the workplace</td>
<td>BSBITU212 Create and use spreadsheets</td>
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<td>BSBIND201 Work effectively in a business environment</td>
<td>BSBITU211 Produce digital text documents</td>
<td>BSBCUS201 Deliver a service to customers</td>
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<td>BSBWOR202 Organise and complete daily work activities</td>
<td>BSBITU313 Design and produce digital text documents</td>
<td>BSBINM201 Process and maintain workplace information</td>
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<tr>
<td>BSBWOR203 Work effectively with others</td>
<td></td>
<td>BSBITU213 Use digital technologies to communicate remotely</td>
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This course is delivered online. No hard copies of materials are provided and reliable internet access is essential. Attendance at three scheduled lessons per week is a mandatory aspect of delivery for the purpose of observation of the development of the student’s skills and competencies. Training and assessment activities for this course include: task work, conversations, demonstration of skills and competencies and, if applicable, work placement. Up to four QCE credit points are awarded for new learning on the completion of the qualification.

**Work Placement**

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

**Assessment**

Assessment for VET courses is competency based.

Students are able to demonstrate the required skills and knowledge during scheduled lessons using video, sharing applications or in conversations; through submission of tasks; and face-to-face at BrisbaneSDE.

Until students complete the course, progress is recorded as ‘Working Towards Competency’ (WTC).

Students do not receive a rating of A–E for VET subjects. BSB20115 Certificate II in Business is issued when all 12 units are assessed as competent. If the full certificate is not achieved, a Statement of Attainment is issued listing units achieved.

No certification can be issued until the student has created and supplied their Unique Student Identifier (USI). (For more information see: [www.usi.gov.au](http://www.usi.gov.au).)

Assessment tools used are:

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<tr>
<th>Folio of documents</th>
<th>Questions</th>
<th>Assessor Observation</th>
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<tr>
<td>Students are required to complete tasks according to scenario-based instructions, set within the context of a simulated business environment.</td>
<td>Students answer written assessment questions relating to knowledge and skills of the unit/s of competency being assessed.</td>
<td>Observations are completed by the teacher (assessor) during online lessons as students demonstrate completion of the folio tasks.</td>
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**Credit transfer**

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

**Requirements**

**Computer hardware:**
- Computer headset and microphone is essential
- Access to a digital camera and/or digital video

**Computer software:**
- Windows 7 or higher
- Microsoft Word, Excel, PowerPoint and Publisher 2010 or higher

**Disclaimer**

All of the above information is accurate at time of publication.