

BSB20107

Certificate II in Business

Course information and vocational outcomes

This is an accredited qualification reflects the role of individuals who perform a range of mainly routine tasks using limited practical skills and fundamental operational knowledge in a defined context, working under direct supervision. Job roles and titles vary across different industry sectors. Possible job titles relevant to this qualification include: administration assistant; clerical worker; data entry operator; information desk clerk; office junior; and receptionist. There are no prerequisite requirements for individual units of competency

Preferred pathways for candidates considering this qualification includes one of the following options:

- BSB10107 Certificate I in Business or other relevant qualification/s
- with vocational experience assisting in a range of work settings without a formal business qualification.

After achieving this qualification candidates may undertake BSB30107 Certificate III in Business.

There is no direct link between this qualification and licensing, legislative and/or regulatory requirements. However, where required, a unit of competency will specify relevant licensing, legislative and/or regulatory requirements that impact on the unit.

To complete this course twelve units must be achieved. They are broken down into the following categories:

- One core unit
- Eleven elective units. Seven of the elective units must be selected from the elective units listed below. The other four elective units may be selected from the remaining elective units listed below or any currently endorsed Training Package or accredited course at the same qualification level. If not listed below, a maximum of two of the four units may be selected from either a Certificate I or a Certificate III qualification.

Elective units must be relevant to the work outcome, local industry requirements and the qualification level.

Employability skills

The following is a summary of the employability skills/enterprise requirements for this qualification. This should be interpreted in conjunction with the detailed requirements of each unit of competency packaged in this qualification. The outcomes described here are broad industry requirements that may vary depending on the packaging options.

Communication

- communicating verbally with clients and colleagues
- drafting routine correspondence that meets the organisational standards of style, format and accuracy

Teamwork

- working in a team environment to promote team commitment and cooperation

Problem solving

- choosing appropriate methods for communication and transferring information
- dealing with client enquiries and complaints

Initiative and enterprise

- raising occupational health and safety issues with designated personnel

Planning and organising

- planning and organising own work schedule for the day
- planning the layout of simple documents using appropriate software

Self management

- dealing sensitively with client needs and cultural, family and individual differences
- obtaining feedback on work performance and identifying opportunities for improvement

Learning

- encouraging, acknowledging and acting on constructive feedback from team members
- using manuals, training booklets and online help to overcome difficulties

Technology

- selecting, maintaining and using business technology appropriate to the task

This is a summary of employability skills that are typical of this qualification and should not be interpreted as definitive.

The nominal hours for this course are between 260 and 365 hours depending on the units selected.

Completion of this course carries with it a Nationally Recognised Certificate.

Course content

Core unit (Occupational health and safety)

- **BSBOHS201A - Participate in OHS processes (20 nominal hours)**

(This unit describes the performance outcomes, skills and knowledge required to participate in workplace occupational health and safety (OHS) processes to protect workers own health and safety, and that of others. No licensing, legislative, regulatory or certification requirements apply to this unit at the time of endorsement. This unit contains employability skills. This unit applies to individuals who require a fundamental knowledge of OHS to carry out their own work which may be in a defined context under direct supervision or with some individual responsibility. This unit has broad applicability across industries and workplace contexts.)

1. Work safely
2. Implement workplace safety requirements
3. Participate in OHS consultative processes
4. Follow safety procedures

Elective units

Customer service

- **BSBCUS201A - Deliver a service to customers (40 nominal hours)**

(This unit describes the performance outcomes, skills and knowledge required to deliver all aspects of customer service at an introductory level. It includes creating a relationship with customers, identifying their needs, delivering services or products and processing customer feedback. No licensing, legislative, regulatory or certification requirements apply to this unit at the time of endorsement. This unit contains employability skills. This unit applies to individuals who perform a range of routine tasks in the workplace using a limited range of practical skills and fundamental knowledge of customer service in a defined context under direct supervision or with limited individual responsibility.)

1. Establish contact with customers
2. Identify customer needs
3. Deliver service to customers
4. Process customer feedback

Industry context

- **BSBIND201A - Work effectively in a business environment (30 nominal hours)**

(This unit describes the performance outcomes, skills and knowledge required to work effectively within a commercial or business environment. It includes identifying the rights and responsibilities of employees and employers and conducting business in accordance with the organisational goals, values and standards. No licensing, legislative, regulatory or certification requirements apply to this unit at the time of endorsement. This unit contains employability skills. This unit applies to individuals developing basic skills and knowledge in preparation for working in a broad range of settings.)

1. Gather, convey and receive information and ideas
2. Draft routine correspondence

Information management

- **BSBINM201A - Process and maintain workplace information (30 nominal hours)**
(This unit describes the performance outcomes, skills and knowledge required to collect, process, store, and maintain workplace information and systems. It also includes the maintenance of filing and records systems. No licensing, legislative, regulatory or certification requirements apply to this unit at the time of endorsement. This unit contains employability skills. This unit applies to individuals who perform a range of routine tasks in the workplace, using a limited range of practical skills and fundamental knowledge of information and information systems in a defined context, under direct supervision or with limited individual responsibility.)
 1. Collect information
 2. Process workplace information
 3. Maintain information systems

- **BSBINM202A - Handle mail (15 nominal hours)**
(This unit describes the performance outcomes, skills and knowledge required to receive and distribute incoming mail, and to collect and despatch outgoing mail. No licensing, legislative, regulatory or certification requirements apply to this unit at the time of endorsement. This unit contains employability skills. This unit applies to individuals who perform a range of routine tasks in the workplace, using a limited range of practical skills and fundamental knowledge of mail handling in a defined context, under direct supervision or with limited individual responsibility.)
 1. Receive and distribute incoming mail
 2. Collect and dispatch outgoing mail
 3. Organise urgent and same day deliveries

Innovation

- **BSBINN201A - Contribute to workplace innovation (35 nominal hours)**
(This unit describes the performance outcomes, skills and knowledge required to make a pro active and positive contribution to workplace innovation. No licensing, legislative, regulatory or certification requirements apply to this unit at the time of endorsement. This unit contains employability skills. This unit applies to individuals working in any industry or community context, in both small and large organisations. They take a pro active approach to identifying, suggesting and developing ideas about better ways of doing things at a practical operational level in a specific area of activity. While the individual's overall work is undertaken with some supervision and guidance, the nature of this process requires the application of discretion, judgement and effective interpersonal skills. The unit assumes that there is wider organisational and management support for innovation and for individuals at all levels to contribute to the innovation process.)
 1. Identify opportunities to do things better
 2. Discuss and develop ideas with others
 3. Address the practicalities of change

Interpersonal communication

- **BSBCMM201A - Communicate in the workplace (40 nominal hours)**
(This unit describes the performance outcomes, skills and knowledge required to communicate in the workplace. It includes gathering, conveying and receiving information together with completing routine written correspondence. No licensing, legislative, regulatory or certification requirements apply to this unit at the time of endorsement. This unit contains employability skills. This unit applies to individuals who perform a range of routine workplace communication tasks using a limited range of practical skills and fundamental knowledge of effective listening, questioning and non verbal communication in a defined context under direct supervision or with limited individual responsibility.)
 1. Gather, convey and receive information and ideas
 2. Complete workplace documentation and correspondence
 3. Communicate in a way that responds positively to individual differences

IT use

- **BSBITU201A - Produce simple word processed documents (60 nominal hours)**
(This unit describes the performance outcomes, skills and knowledge required to correctly operate word processing applications in the production of workplace documents. No licensing, legislative, regulatory or certification requirements apply to this unit at the time of endorsement. This unit contains employability skills. This unit applies to individuals who perform a range of routine tasks in the workplace, using a limited range of practical skills and fundamental knowledge of word processing and software in a defined context, under direct supervision or with limited individual responsibility.)
 1. Prepare to produce documents
 2. Produce documents
 3. Finalise documents

- **BSBITU202A - Create and use spreadsheets (30 nominal hours)**
(This unit describes the performance outcomes, skills and knowledge required to correctly create and use spreadsheets and charts through the use of spreadsheet software. No licensing, legislative, regulatory or certification requirements apply to this unit at the time of endorsement. This unit contains employability skills. This unit applies to individuals who perform a range of routine tasks in the workplace using a limited range of practical skills and fundamental knowledge of creating spreadsheets in a defined context under direct supervision or with limited individual responsibility.)
 1. Select and prepare resources
 2. Create simple spreadsheets
 3. Produce simple charts
 4. Finalise spreadsheets

- **BSBITU203A - Communicate electronically (20 nominal hours)**
(This unit describes the performance outcomes, skills and knowledge required to send, receive and manage electronic mail (email), as well as to collaborate online using chat rooms, intranets and instant messaging. No licensing, legislative, regulatory or certification requirements apply to this unit at the time of endorsement. This unit contains employability skills. This unit applies to individuals who use business technology to perform a range of routine tasks to communicate with co-workers, customers or others. The individual will use a limited range of practical skills and fundamental knowledge in a defined context under direct supervision or with limited individual responsibility.)
 1. Implement procedures to send and receive electronic mail
 2. Manage electronic mail
 3. Collaborate online

Small and micro business

- **BSBSMB201A - Identify suitability for micro business (20 nominal hours)**
(This unit describes the performance outcomes, skills and knowledge required to set up a micro business. Specific legal requirements apply to the management of a micro business. This unit contains employability skills. This unit requires individuals to examine their potential for entering a micro business.)
 1. Explore potential business ideas
 2. Compare personal skills and aspirations with micro business opportunities
 3. Access business learning opportunities, mentoring and advice

Sustainability

- **BSBSUS201A - Participate in environmentally sustainable work practices (20 nominal hours)**
(This unit describes the performance outcomes, skills and knowledge required to effectively measure current resource use and to carry out improvements including reducing the negative environmental impact of work practices. This unit requires the ability to access industry information, and applicable legislative and occupational health and safety (OHS) guidelines. While no licensing, legislative, regulatory or certification requirements apply holistically to this unit at the time of publication, relevant national, state and territory legislation, regulations and codes of practice impact upon this unit. This unit contains employability skills. This unit applies to operators/team members under supervision or guidance, who are required to follow workplace procedures and instructions, and to work in an environmentally sustainable manner. It covers: efficient resource use; potential environmental hazards; regulatory compliance; improving environmental performance (within the scope of competency, authority and own level of responsibility). It addresses the knowledge, processes and techniques necessary to participate in environmentally sustainable work practices.)
 1. Identify current resource use
 2. Comply with environmental regulations
 3. Seek opportunities to improve resource efficiency

Workplace effectiveness

- **BSBWOR202A - Organise and complete daily work activities (20 nominal hours)**
(This unit describes the performance outcomes, skills and knowledge required to organise and complete work activities, and to obtain feedback on work performance. No licensing, legislative, regulatory or certification requirements apply to this unit at the time of endorsement. This unit contains employability skills. This unit applies to individuals developing basic skills and knowledge for working in a broad range of settings.)
 1. Organise work schedule
 2. Complete work tasks
 3. Review work performance
- **BSBWOR203A - Work effectively with others (15 nominal hours)**
(This unit describes the performance outcomes, skills and knowledge required to work in a group environment promoting team commitment and cooperation, supporting team members and dealing effectively with issues, problems and conflict. No licensing, legislative, regulatory or certification requirements apply to this unit at the time of endorsement. This unit contains employability skills. This unit applies to individuals who perform a range of routine tasks using a limited range of practical skills and fundamental knowledge of teamwork in a defined context under direct supervision or with limited individual responsibility.)
 1. Develop effective workplace relationships
 2. Contribute to workgroup activities
 3. Deal effectively with issues, problems and conflict
- **BSBWOR204A - Use business technology (20 nominal hours)**
(This unit describes the performance outcomes, skills and knowledge required to select, use and maintain a range of business technology. This technology includes the effective use of computer software to organise information and data. No licensing, legislative, regulatory or certification requirements apply to this unit at the time of endorsement. This unit contains employability skills. This unit applies to individuals who use business technology to perform a range of routine tasks. They use a limited range of practical skills and fundamental knowledge of equipment use and the organisation of data or files in a defined context, under direct supervision or with limited individual responsibility.)
 1. Select and use technology
 2. Process and organise data
 3. Maintain technology

Imported unit

- **FNSICGEN305B - Maintain daily financial/business records (20 nominal hours)**

(This unit covers the preparation and processing of routine financial documents. This unit requires the application of skills and knowledge to process routine documents such as application or claim forms, invoices, banking documents, and petty cash vouchers. It may be applied in any sector of the financial services industry. This unit contains employability skills.)

1. Process financial forms and applications
2. Prepare and process banking documents and petty cash documents
3. Process petty cash transactions
4. Prepare and process invoices for payment to creditors and for debtors