



**Australian Government**

**Department of Education, Employment and Workplace Relations**

# **BSB20107 Certificate II in Business**

**Revision Number: 1**

## **BSB20107 Certificate II in Business**

### **Modification History**

Not applicable.

## Description

### Descriptor

This 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

- Administration Assistant
- Clerical Worker
- Data Entry Operator
- Information Desk Clerk
- Office Junior
- Receptionist.
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## Pathways Information

### Qualification Pathways

#### *Entry requirements*

There are no entry requirements for this qualification.

#### *Pathways into the qualification*

Preferred pathways for candidates considering this qualification include:

- BSB10107 Certificate I in Business or other relevant qualification/s

OR

- with vocational experience assisting in a range of work settings without a formal business qualification.

#### *Pathways from the qualification*

After achieving this qualification candidates may undertake:

- BSB30107 Certificate III in Business.
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## Licensing/Regulatory Information

### Licensing, Legislative, Regulatory or Certification Considerations

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.

## Entry Requirements

Not applicable.



## Employability Skills Summary

### EMPLOYABILITY SKILLS QUALIFICATION SUMMARY

#### Qualification Code and Title

The following table contains a summary of the Employability Skills required by industry for this qualification. The Employability Skills facets described here are broad industry requirements that may vary depending on qualification packaging options.

Employability Skill	Industry/enterprise requirements for this qualification include:
Communication	<ul style="list-style-type: none"> <li>communicating verbally with clients and colleagues</li> <li>drafting routine correspondence that meets the organisational standards of style, format and accuracy</li> </ul>
Teamwork	<ul style="list-style-type: none"> <li>working in a team environment to promote team commitment and cooperation</li> </ul>
Problem-solving	<ul style="list-style-type: none"> <li>choosing appropriate methods for communication and transferring information</li> <li>dealing with client enquiries and complaints</li> </ul>
Initiative and enterprise	<ul style="list-style-type: none"> <li>raising occupational health and safety issues with designated personnel</li> </ul>
Planning and organising	<ul style="list-style-type: none"> <li>planning and organising own work schedule for the day</li> <li>planning the layout of simple documents using appropriate software</li> </ul>
Self-management	<ul style="list-style-type: none"> <li>dealing sensitively with client needs and cultural, family and individual differences</li> <li>obtaining feedback on work performance and identifying opportunities for improvement</li> </ul>
Learning	<ul style="list-style-type: none"> <li>encouraging, acknowledging and acting on constructive feedback from team members</li> <li>using manuals, training booklets and online help to overcome difficulties</li> </ul>
Technology	<ul style="list-style-type: none"> <li>selecting, maintaining and using business technology appropriate to the task</li> </ul>

## Packaging Rules

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**Total number of units = 12**

**1 core unit** plus

**11 elective units**

**7 elective units** must be selected from the elective units listed below.

The remaining **4 elective units** may be selected from the elective units listed below, or any currently endorsed Training Package or accredited course at the same qualification level. If not listed below **2 of the 4 elective 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.

### Core unit

#### Occupational Health and Safety

BSBOHS201A	Participate in OHS processes	Unit code	Unit title
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### Elective units

#### Customer Service

BSBCUS201A	Deliver a service to customers
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#### Industry Context

BSBIND201A	Work effectively in a business environment
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#### Information Management

BSBINM201A	Process and maintain workplace information
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BSBINM202A	Handle mail
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#### Innovation

BSBINN201A	Contribute to workplace innovation
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#### Interpersonal Communication

BSBCMM201A	Communicate in the workplace
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#### IT Use

BSBITU201A	Produce simple word processed documents
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**Packaging Rules**

BSBITU202A Create and use spreadsheets

BSBITU203A Communicate electronically

**Small and Micro Business**

BSBSMB201A Identify suitability for micro business

**Sustainability**

BSBSUS201A Participate in environmentally sustainable work practices

**Workplace Effectiveness**

BSBWOR202A Organise and complete daily work activities

BSBWOR203A Work effectively with others

BSBWOR204A Use business technology

**Imported Units**

FNSICGEN305B Maintain daily financial/business records