Australian Government
Department of Education, Employment and Workplace Relations

BSB20107 Certificate II in Business

Revision Number: 2

INDUSTRY SKILLS COUNCILS
Creating Australia's Future

BSB20107 Certificate II in Business

Modification History

Release	**Comments**
Release 2	New release of this Qualification released with *version 6 of BSB07 Business Services Training Package*. • Elective unit FNSICGEN305B replaced with FNSACC301A

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	• 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

Packaging Rules

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

Elective units

Customer Service

BSBCUS201B Deliver a service to customers

Industry Context

BSBIND201A Work effectively in a business environment

Information Management

BSBINM201A Process and maintain workplace information

BSBINM202A Handle mail

Innovation

BSBINN201A Contribute to workplace innovation

Interpersonal Communication

BSBCMM201A Communicate in the workplace

IT Use

BSBITU201A Produce simple word processed documents

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
BSBWOR203B	Work effectively with others
BSBWOR204A	Use business technology

Imported Units

FNSACC301A	Process financial transactions and extract interim reports