



Learn for Life

# BSB20120 Certificate II in Workplace Skills

Start building a repertoire of skills and knowledge that you will need to kick start a career in business administration.



**Duration:**  
6 - 12 months



**Method:**  
Online, RPL



**Payment:**  
Upfront, Pay Per Unit



**Funding:**  
Certificate 3 Guarantee, User Choice

## What can I expect?

Are you looking to be the next administration guru in the office? This qualification will provide you with the entry-level skills and knowledge you need to start your career in an office administration role, whether a corporate or small business.

You will develop a base knowledge to provide administration support to businesses while ensuring success and job satisfaction. With a focus on building your understanding of technology, processes and systems, you will complete your studies feeling confident to apply for your chosen career.

## Career Pathway Potential



**Office Assistant**



**Receptionist**



**Data entry Operator**



**Administration Assistant**

## Qualification Structure

**Total Number of Units: 10**

- ✓ **5 Core Units**
- ✓ **5 Elective units**



## Core Units:

### **BSBCMM211**

Apply communication skills

### **BSBOPS201**

Work effectively in business environments

### **BSBPEF202**

Plan and apply time management

### **BSBSUS211**

Participate in sustainable work practices

### **BSBWHS211**

Contribute to the health and safety of self and others

## Elective Units:

### **BSBTEC201**

Use business software application

### **BSBPEF302**

Develop self-awareness

### **BSBTEC101**

Operate Digital Devices

### **BSBPEF101**

Plan and prepare for work readiness

### **BSBTEC202**

EUse digital technologies to communicate in a work environment



### **Workplace Requirement**

Not applicable

### **Entry Requirements:**

Not applicable