



BSB20120 Certificate II in Workplace Skills

Qualification Description:

This qualification reflects the role of individuals in a variety of entry-level Business Services job roles.

This qualification also reflects the role of individuals who have not yet entered the workforce and are developing the necessary skills in preparation for work.

These individuals carry out a range of basic procedural, clerical, administrative or operational tasks that require self-management and technology skills. They perform a range of mainly routine tasks using limited practical skills and fundamental operational knowledge in a defined context.

Individuals in these roles generally work under direct supervision.

Course Summary Outcomes

You will learn how to:

- Effectively communicate with others
- Manage your time
- Develop your problem-solving skills
- Provide customer service
- Use different software

Delivery

A mix of face to face delivery and self-study. You will attend class three days per week over two terms

Students are expected to attend all sessions, and successfully complete all learning activities and assessments.

Students, in addition, should allow approximately 6-8 hours per week for the completion of these learning activities and assessments.

The program includes work-placement.

Duration

6 months depending on scheduling. Course is scheduled following the NSW school calendar, over two terms.

Qualification Entry Requirements

There are no formal entry requirements for this qualification.

Entry recommendations

- Minimum age – 16 years old and have left school.
- Confidence working with computer technology, familiar with computing terms
- Able to interact with others, including role play activities
- Have an interest in gaining office administration skills

Eligibility

Learners must be:

- A person aged 16 to 24 at commencement of training, regardless of employment status, including Year 12 school leavers
- Lives or works in NSW
- An Australian citizen; or a permanent Australian resident; or a New Zealand citizen
- Is no longer in secondary education

Proof of eligibility will be required including:

- Proof of identity – Unique Student Identifier (USI)
- Living or working in NSW – any Commonwealth or NSW Government issued document providing evidence of living location (eg NSW Drivers licence)
- Citizenship – Green Medicare Card

Language, Literacy and Numeracy

An appropriate level of language, literacy and numeracy (LLN) skills is required to enrol in this course. PCYC Institute will conduct an LLN assessment as part of the pre-enrolment process. The course requires sound communication and interpersonal skills, follow instructions, have the ability to access, read and write workplace documents.

Licensing/Regulatory Information

No licensing, legislative or certification requirements apply to this qualification at the time of publication.

Employment and Further Education Pathways

This qualification may provide employment opportunities in roles including:

- Office receptionist
- Administration Assistant
- Clerical Officer

Graduates may progress to enrolling in BSB30120 Certificate III in Business, BSB30420 Certificate III in Library and Information Services, BSB30220 Certificate III in Entrepreneurship and New Business, BSB30320 Certificate III in legal Services, or BSB30719 Certificate III in Work, Health and Safety.

Packaging Rules

10 units must be completed:

- 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:

BSBCRT201	Develop and apply thinking and problem solving skills
BSBPEF302	Develop self-awareness
BSBTEC202	Use digital technologies to communicate in a work environment
BSBOPS203	Deliver a service to customers
BSBTEC201	Use business software applications

Electives may be altered to suit recognition of previous experience or study which may reduce course completion times. For more information on units please visit <https://training.gov.au/Training/Details/BSB20120>

Resources needed

To access the learning and assessment online you need to have:

- Note taking materials
- Laptop/computer with internet access for self-study
- Email address

Course Materials

- PCYC Institute will provide learner guides, PowerPoint, assessments
- Access to trainer outside of delivery sessions

Assessment

Assessment is competency-based. There are no exams. Students are required to successfully complete each of the units of competency to receive their qualification. Assessments typically include the completion of written questions, case studies, demonstration, projects. These tasks may include the need to utilise workplace-based activities involving others or participation in role plays as part of the assessment evidence.

You may be expected to source and research additional materials as part of your study. Opportunities to re-submit if applicable are available – refer to Student Handbook.

Recognition of Prior Learning / Credit Transfer

Students may be eligible to apply for recognition by providing a portfolio of evidence of their previous training, employment experience or other life skills that meet qualification requirements and have a 'professional conversation' with an assessor. Students must apply for RPL on enrolment (complete units of competency only).

Students may also be eligible for credit transfer. Please provide evidence on enrolment (ie Certificates and transcript itemising the same unit code and title as included in this qualification or as deemed as superseded and equivalent).

Successful applications may result in a reduced training time.

Fees

Please contact the Institute for confirmation of fees.

Student Handbook

The PCYC Institute Student Handbook contains information of its key policies and procedures. This document is provided on enrolment and accepting its contents is a condition of enrolment.

Refer also to:

- PCYC Institute Consumer Protection Policy
- Consumer Protection Strategy

Feedback

Your feedback of the course is important to PCYC Institute, and you will be provided with the opportunity to give feedback throughout your course. This feedback will be used as part of its continuous improvement processes.

How to enrol

Please contact PCYC Institute for any questions and scheduling. An enrolment form will be sent to you to complete and return and the Student Handbook.

You are to complete a language, literacy and numeracy assessment to determine your suitability to complete this course.

On successful enrolment, you will be required to attend an orientation session prior to course commencement. You will be provided with the schedule and assessment due dates.

Contact us

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