



**BUSINESS**



**BSB20120**

**Certificate II in Workplace Skills**

## Overview

Work & Training is Tasmania's largest not-for-profit registered training organisation (RTO).

Our primary goal is to be the provider of choice for training services in Tasmania – for employers and individuals alike.

We are based in three convenient locations around Tasmania.



*For more information and to assess suitability for the course contact us:*



1300 309 675



[workandtraining.com.au](http://workandtraining.com.au)



[trainingcourses@workandtraining.com.au](mailto:trainingcourses@workandtraining.com.au)



Provider no: 1126

**Hobart**  
1 Bowen Rd  
PO Box 447  
Moonah TAS 7009

**Launceston**  
26 Elizabeth St  
PO Box 5500  
Launceston TAS 7250

**Devonport**  
56 Oldaker St  
Devonport TAS 7310

Proudly part of  
**intowork**  
Australia

## Course Information

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| <p>◇ Training will be delivered by one of our professional trainers who have extensive industry experience.</p>        | <p>◇ The program is offered over a maximum of 1 year for Full Time employees and 2 years maximum for Part Time employees.</p>                                   |
| <p>◇ The qualification is offered in an on-the-job capacity, involving training and assessing in the workplace.</p>    | <p>◇ The qualification will be delivered under a workplace traineeship arrangement, where funding may be available resulting in a \$600 administration fee.</p> |
| <p>◇ Facilitated off-job workshops at Work &amp; Training premises are offered to supplement the training process.</p> | <p>◇ On Successful completion you will be awarded with the nationally recognised qualification BSB20120 – Certificate II in Workplace Skills.</p>               |
- ◇ For information regarding refunds, LLN issues, Recognition of Prior Learning, available support services and other relevant information, please refer to our Student Guide Handbook. This can be provided on request.

## Course Content

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| <p>◇ The Certificate II in Workplace Skills reflects the role of individuals in a variety of entry-level Business Services job roles. 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</p> | <p>◇ Training utilises materials such as learner's guides, relevant websites, video clips and paper based/ electronic resources.</p> |
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- ◇ You will develop skills including but not limited to the following:
- ✓ Apply communication skills
  - ✓ Work effectively in business environments
  - ✓ Plan and apply time management
  - ✓ Participate in sustainable work practices
  - ✓ Contribute to the health and safety of self and others
- ◇ Assessments will be conducted using a variety of Assessment tools including Observation and Knowledge assessments.