



BUSINESS

work
& TRAINING



Course Schedule

Duration: 16 Weeks

Date: 22nd September 2022-
20th January 2023

Class Time: 9.30am – 2.30pm

Format: Two days per week in class (Thursday's & Friday's) and two days per week home study for 16 weeks.

Venue: Work & Training, 26 Elizabeth Street, Launceston

Cost: funded places* are limited. This training is subsidised by the Department of State Growth, Tasmania. *subject to eligibility

BSB20120

Certificate II in Workplace Skills

This qualification is aimed at those who:

- * wish to study in a supportive environment
 - * a desire to improve their computer skills
 - * a pathway to starting their own business
- and/or
- * interested in working in an admin role

**Contact Work & Training
on 6336 0764 to register
your interest**

For more information contact us:



1300 309 675



workandtraining.com.au



trainingcourses@workandtraining.com.au

work
& TRAINING

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 Content

On completion of the course, participants will be able to demonstrate the practical skills and knowledge regarding:

- Workplace health and safety
- Customer service and communication skills
- Use of business technology
- Teamwork
- Plan skills development
- Operating digital devices, Microsoft word and excel
- Handling mail

Course Information

Training will be delivered by one of our professional trainers with extensive industry experience. The training utilises materials such as power point presentations, paper based resources, current industry workbooks and practical tasks. Assessments will be conducted using knowledge, case studies, observation and competency conversation assessment tools.

This program is nationally recognised and on successful completion you will be awarded with the qualification:

- BSB20120 Certificate II in Workplace Skills

For information around refunds, LLN issues, available support services, possible government subsidies, and all other relevant information, please refer to our student guide handbook – which is located on our website, or can be made available on request.

Units of Competency

- BSBWHS211 - Contribute to health and safety of self and others
- BSBCMM211 - Apply communication skills
- BSBOPS201 - Work effectively in business environments
 - BSBPEF202 - Plan and apply time management
 - BSBSUS211 - Participate in sustainable work practices
 - BSBPEF201 - Support personal wellbeing in the workplace
 - BSBTEC201 - Use business software applications
 - BSBTEC202 - Use digital technologies to communicate in a work environment
 - BSBOPS202 - Deliver a service to customers
 - BSBTWK201 - Work effectively with others

For more information contact us:



1300 309 675



workandtraining.com.au



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