



BSB20120 Certificate II in Workplace Skills

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

Duration: 14 Weeks

Date: 15th January - 16th April 2024

Class Time: 9.30am – 2.30pm (Monday's & Tuesday's)

Format: 2 days per week in class

Venue: Work & Training, 26 Elizabeth Street, Launceston

Cost: funded places* are limited. The Jobseeker Fund is a jointly-funded initiative of the Australian and Tasmanian Governments *subject to eligibility criteria.

Information Session

Date: Wednesday 6th December 2023

Time: 10.00am – 11.30am

Location: Work & Training, 26 Elizabeth Street, Launceston

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

We are based in three convenient locations around Tasmania.

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



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 and observation 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.

Course Content

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

- Contributing to the health and safety of self and others in the workplace
- Applying the basic functions of Microsoft Word and Excel
- Using digital communication such as Email and Zoom
- Gathering and interpreting feedback
- Communicating with internal and external stakeholders
- Time management

Units of Competency

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 others
BSBPEF201	Support personal wellbeing in the workplace
BSBTEC201	Use business software applications
BSBTEC202	Use digital technologies to communicate in a work environment
BSBOPS203	Deliver a service to customers
BSBTWK201	Work effectively with others

● trainingcourses@workandtraining.com.au
● 1300 309 675
workandtraining.com.au