

# BUSINESS SERVICES

BSB20115 Certificate II in Business



VERSION: APRIL 2020

This entry level qualification provides students with the skills and knowledge to undertake the role of individuals in a variety of junior administrative positions performing a range of mainly routine tasks using practical skills and operational knowledge in a defined context. Individuals in these roles generally work under direct supervision.

Students will develop skills in the areas of communication, teamwork, problem solving, innovation, enterprise, planning and organising (prioritising).

Hours	240 hours	Training Package	BSB v5.0
Type	VET Board Developed Course	Work Placement	Mandatory 70 hours
Unit Value	2 Unit Preliminary 2 Unit HSC	SBAT	Opportunity to complete a School Based Traineeship and gain credit towards the HSC
Specialisation	Yes	Recognition	National AQF and HSC Qualification
HSC Exam	Yes	ATAR	Yes

## ASSESSMENT

This course is competency based and the student's performance is assessed against prescribed industry standards. Assessment methods may include:

- Observation
- Student Demonstration
- Questioning
- Written tasks
- Tests

## FURTHER STUDY

- Certificate III Business qualifications
- Certificate IV qualifications, for example:
  - Administration
  - Marketing
  - Human Resources
  - Business Sales
  - Diploma and Degree

## JOB ROLES IN THE BUSINESS INDUSTRY

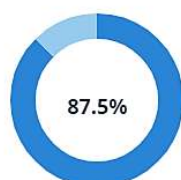
Individuals with this qualification are able to perform roles, such as:

- Administration Assistant
- Clerical Worker
- Data Entry Operator
- Information Desk Clerk
- Office Junior
- Receptionist

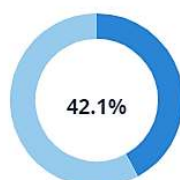
## STUDENT OUTCOMES FOR CERTIFICATE II IN BUSINESS

These are the outcomes of graduates surveyed six months after completing their training.

Satisfied with Training



Improved Work Status



Salary

