

MARKETING & BUSINESS



# CERTIFICATE II IN WORKPLACE SKILLS



INDUSTRY ENDORSED



STUDENT SATISFACTION



SPENCER COLLEGE

## BSB20120 CERTIFICATE II IN WORKPLACE SKILLS

CRICOS CODE : 108024F

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.

### Entry Requirement

- 18 years or over
- Basic computer skills
- Meet all Student Visa requirements, including IELTS 5.5 (or equivalent) or English proficiency or Spencer College ACSF test level 3 PLUS
- Minimum Year 10 education or equivalent

### Delivery Methods

- Lecture/workshops
- Workbooks
- Role plays/simulations
- Practical activities

### Course Delivery

40 weeks classroom delivery, depending on intake (includes a maximum of 8 weeks holiday).

Students must attend minimum 20 hours class time per week as part of your Student Visa requirements. Distance learning is not available.

### Recognition of Prior Learning (RPL)

If you think you may be eligible to apply for RPL, please contact the College to discuss.

### Enrolment & Further Information

Email [admin@spencercollege.edu.au](mailto:admin@spencercollege.edu.au) or via one of our Education Agents.

To receive an enrolment kit, please email [admin@spencercollege.edu.au](mailto:admin@spencercollege.edu.au)  
RTO No: 31809 | CRICOS Provider No: 03093K  
ABN: 59 131 437 968

Head office address: L 1, 344 Queen Street, Brisbane QLD 4000. For career opportunities and further study, please refer to [www.training.gov.au](http://www.training.gov.au)

### Units of Competency

<b>BSBOPS201</b>	Work effectively in business environments
<b>BSBCMM211</b>	Apply communication skills
<b>BSBPEF201</b>	Support personal wellbeing in the workplace
<b>BSBPEF202</b>	Plan and apply time management
<b>BSBSUS211</b>	Participate in sustainable work practices
<b>BSBTEC201</b>	Use business software applications
<b>BSBWHS211</b>	Contribute to the health and safety of self and others
<b>BSBTEC202</b>	Use digital technologies to communicate in a work environment
<b>BSBTWK201</b>	Work effectively with others
<b>BSBTEC101</b>	Operate digital devices