Preparing yourself for the workforce, this nationally recognised qualification will ensure you gain the fundamental skills that employers are looking for.

This qualification has replaced BSB201115 Certificate II in Business as of 19 April 2022. A transition period applies to enable current students to complete their study. The transition period finishes on 18 April 2022. If required, enrolments will be transitioned into the replacement qualification.

BSB20120 - Certificate II in Workplace Skills

CORE UNITS

- 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 Self and Others

ELECTIVE UNITS

Group A
- BSBPEF201 Support Personal Wellbeing in the Workplace

Group B
- BSBTEC201 Use Business Software Applications
- BSBTEC202 Use Digital Technologies to Communicate in a Work Environment

Group C
- BSBPEF101 Plan and Prepare for Work Readiness
- BSBOPS101 Use Business Resources

Course Descriptor
This qualification will provide you with the skills for a variety of entry-level Business Services job roles. Supporting persons who have not yet entered the workforce, you will develop the necessary skills that are expected by employers in the workplace. You will learn how to carry out a range of basic procedural, clerical, administrative or operational tasks that require self-management and technology skills.

Duration: Traineeship period is 24 months for school-based.

Study Mode: Online with workplace-based training.