

## **CERTIFICATE II IN BUSINESS**

This qualification is ideal for those with limited vocational experience assisting in a range of work settings without a formal business qualification.

This qualification requires a total of 12 units including 1 core and 11 elective units. 7 electives must be chosen from the list below and the remaining 4 may be chosen from other certificate II qualifications offered by Target Training. Alternatively, 2 units can be Certificate III level from Target Training qualifications.

### **ENTRY REQUIREMENTS**

There are no pre-requisites for this qualification.

Preferred pathways into this qualification include:

- BSB10115 Certificate I in Business or other relevant qualification/s  
**OR**
- with vocational experience assisting in a range of work settings
- without a formal business qualification

### **OCCUPATIONAL NAMES**

Job roles and titles vary across different industry sectors. Possible job titles relevant to this qualification include:

- Administration Assistant
- Clerical Worker
- Data entry operator
- Information desk clerk
- Office junior
- Receptionist

### **EMPLOYMENT OPPORTUNITIES**

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

- Entry level communication in the workplace
- Handling and redirecting incoming and outgoing mail
- Working in a team situation
- Producing simple processed documents
- Create and use spreadsheets
- Establish contact with customers, identify their needs and deliver a service
- Implement daily OHS requirements in the workplace
- Explore business ideas and contribute to workplace innovation.

### **CAREER PATHWAY**

A number of career pathways are available to you typically with further study, such as Administration Coordinator, Customer service Coordinator, Team Leader, Account Manager or Office Manager.

### **SKILLS RECOGNITION**

If you already have some training, work or life experience in management, team leader role or coordinator, you may be eligible to have your existing skills and knowledge recognised and apply for advanced standing for one or more units. Processes for recognition include:

- Credit transfer
- Mutual recognition
- Recognition by assessment



**TARGET TRAINING**

Australia Wide

P. 1300 736 005

E. [info@targettraining.com.au](mailto:info@targettraining.com.au)

W. [www.targettraining.com.au](http://www.targettraining.com.au)



## COURSE OUTCOMES INTEGRATED WITH FOUNDATIONS SKILLS

Gain the skills required to:

- communicating verbally with clients and colleagues
- working in a team environment to promote team commitment and cooperation
- dealing with client enquiries and complaints
- planning and organising own work schedule for the day
- dealing sensitively with client needs and cultural, family and individual differences
- encouraging, acknowledging and acting on constructive feedback from team members
- drafting routine correspondence that meets the organisational standards of style, format and accuracy
- choosing appropriate methods for communication and transferring information
- raising occupational health and safety issues with designated personnel
- planning the layout of simple documents using appropriate software
- obtaining feedback on work performance and identifying opportunities for improvement
- using manuals, training booklets and online help to overcome difficulties

### Delivery arrangements

Certificate II is typically recommended via training and assessment on the job. It is typically delivered over a minimum 10 month period using a blend of on and off the job approaches. We combine group learning sessions with self-directed reading, summative assessment projects and research activities that combined we have allowed up to 600 hours in total for Certificate II level. The qualifications can be fast-tracked, depending on current competencies of learner as well as their available time in completing the requirements. For learners completing the qualification via traineeship arrangements, we have set a minimum of 12 hours of face-to-face group training sessions for Certificate II. In this way learners can learn from each other while being guided by the experienced facilitator.

### Pathways

This qualification can be completed via any of these pathways as follows. We offer flexibility with this qualification.

**RPL:** If you have skills and experience to meet all the competencies of any unit/s, and can demonstrate/document that competency, then you may apply for RPL (recognise prior learning). Please contact our office for more details of this assessment-only process and an application form. Learners should allow 600 hours to complete the qualification in this format regardless, however, this is assuming that they are able to provide sufficient and current evidence.

**Group sessions:** There may be a number of people in your organisation that can come together for a series of training sessions in your workplace, or an agreed alternate location. We have a 12 session ideal structure for Certificate II however the amount of time face-to-face can be discussed and agreed depending on the current competencies of the participants and viability of them coming together. This involves a combination of summative and formative assessments that include research, written tasks and demonstration activities.

**Flexible:** It may not be possible or preferential to co-ordinate face-to-face sessions so we can also assist you through the qualification via post, email and phone support. Learners should allow up to 600 hours regardless.

**Blended Approach:** You may prefer a combination of face-to-face sessions supported by email support and telephone conferencing. We can structure a program by incorporating all of these options.



Contact us today for  
more details and  
assistance with  
qualifying staff

## COURSE STRUCTURE

To complete this qualification, the student is required to complete **12 Units**. This comprises of **1 core unit** and **11 elective units**. **7** of the elective units must be chosen from the elective list below, the remaining **4 elective units** may be chosen from any other Certificate II level qualification offered by Target Training. Elective units must be relevant to work outcome, local industry requirements and the qualification level

### CORE UNIT

BSBWHS201	Contribute to health and safety of self and others
-----------	--

### ELECTIVE UNITS

BSBCMM201	Communicate in the workplace
BSBCUS201	Deliver a service to customers
BSBIND201	Work effectively in a business environment
BSBINM201	Process and maintain workplace information
BSBINM202	Handle mail
BSBINN201	Contribute to workplace innovation
BSBITU211	Produce digital text documents
BSBITU212	Create and use spreadsheets
BSBSMB201	Identify suitability for micro business
BSBWOR202	Organise and complete daily work activities
BSBWOR203	Work effectively with others
BSBWOR204	Use business technology
FNSACC311	Process financial transactions and extract interim reports



### Learning Outcomes:

#### Core Unit:

#### **BSBWHS201 - Contribute to health and safety of self and others**

1. Work safely
2. Implement workplace safety requirements
3. Participate in WHS consultative processes

#### Elective Units:

#### **BSBCMM201 - Communicate in the workplace**

1. Gather, convey and receive information and ideas
2. Complete workplace documentation and correspondence
3. Communicate in a way that responds positively to individual differences

#### **BSBCUS201 - Deliver a service to customers**

1. Establish contact with customers
2. Identify customer needs
3. Deliver service to customers
4. Process customer feedback

#### **BSBIND201 - Work effectively in a business environment**

1. Work within organisational requirements
2. Work in a team
3. Develop effective work habits

#### **BSBINM201 - Process and maintain workplace information**

1. Collect information
2. Process workplace information
3. Maintain information systems

TARGET TRAINING

Australia Wide

P. 1300 736 005

E. [info@targettraining.com.au](mailto:info@targettraining.com.au)

W. [www.targettraining.com.au](http://www.targettraining.com.au)

### **BSBINM202 - Handle Mail**

1. Receive and distribute incoming mail
2. Collect and despatch outgoing mail
3. Organise urgent and same day deliveries

### **BSBINN201 - Contribute to workplace innovation**

1. Identify opportunities to do things better
2. Discuss and develop ideas with others
3. Address the practicalities of change

### **BSBITU211 - Produce digital text documents**

1. Prepare to produce documents
2. Produce documents digitally
3. Finalise and present documents

### **BSBITU212 - Create and use spreadsheets**

1. Select and prepare resources
2. Create simple spreadsheets
3. Produce simple charts
4. Finalise and present spreadsheets

### **BSBSMB201 - Identify suitability for micro business**

1. Explore potential business ideas
2. Compare personal skills and aspirations with micro business opportunities
3. Access business learning opportunities, mentoring and advice

### **BSBWOR202 - Organise and complete daily work activities**

1. Organise work schedule
2. Complete work tasks
3. Review work performance

### **BSBWOR203 - Work effectively with others**

1. Develop effective workplace relationships
2. Contribute to workgroup activities
3. Deal effectively with issues, problems and conflict

### **BSBWOR204 - Use business technology**

1. Select and use technology
2. Process and organise data
3. Maintain technology

### **FNSACC311 - Process financial transactions and extract interim reports**

1. Check and verify supporting documentation
2. Prepare and process banking and petty cash documents
3. Prepare and process payable and received invoices
4. Prepare journals
5. Update financial data and systems
6. Prepare deposit facility and lodge flows
7. Finalise trial balance and interim reports



**Contact us today for  
more details and  
assistance with  
qualifying staff**