

## BSB20107 Certificate II in Business

### Descriptor

This qualification reflects the role of individuals who perform a range of mainly routine tasks using limited practical skills and fundamental operational knowledge in a defined context, working under direct supervision.

### Job Roles

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.

### Qualification Pathways

#### Prerequisite requirements

There are no prerequisite requirements for individual units of competency.

#### Pathways into the qualification

Preferred pathways for candidates considering this qualification include:

- after achieving the BSB10107 Certificate I in Business or other relevant qualification/s

OR

- providing evidence of competency in the majority of units required for the BSB10107 Certificate I in Business or other relevant qualification/s

OR

- with limited vocational experience assisting in a range of work settings without a formal business qualification.

#### Pathways from the qualification

After achieving the BSB20107 Certificate II in Business, candidates may undertake the BSB30107 Certificate III in Business, a qualification for those seeking to develop more specialised technical skills and knowledge for working in a range of business environments, or a range of other Certificate III qualifications.

#### Licensing, Legislative, Regulatory or Certification Considerations

There is no direct link between this qualification and licensing, legislative and/or regulatory requirements. However, where required, a unit of competency will specify relevant licensing, legislative and/or regulatory requirements that impact on the unit.

Qualification Rules
<b>Total number of units = 12</b>

**1 core unit plus****11 elective units**

7 of the **elective units** must be selected from the elective units listed below.

The other **4 elective units** may be selected from the remaining elective units listed below, the BSB07 Business Services Training Package or any other currently endorsed national Training Package. If not listed below, a maximum of 2 of the 4 units may be selected from either a Certificate I or a Certificate III qualification.

Elective units must be relevant to the work outcome, local industry requirements and the qualification level.

Units selected from other Training Packages must not duplicate units selected from or available within the BSB07 Business Services Training Package.

**Core Units****Occupational Health and Safety**

BSBOHS201A Participate in OHS processes

**Elective Units****Customer Service**

BSBCUS201A Deliver a service to customers

**Industry Context**

BSBIND201A Work effectively in a business environment

**Information Management**

BSBINM201A Process and maintain workplace information

BSBINM202A Handle mail

**Innovation**

BSBINN201A Contribute to workplace innovation

**Interpersonal Communication**

BSBCMM201A Communicate in the workplace

**IT Use**

BSBITU201A Produce simple word processed documents

BSBITU202A Create and use spreadsheets

BSBITU203A Communicate electronically

**Small and Micro Business**

BSBSMB201A Identify suitability for micro business

**Sustainability**

BSBSUS201A Participate in environmentally sustainable work practices

**Workplace Effectiveness**

BSBWOR202A Organise and complete daily work activities

BSBWOR203A Work effectively with others

BSBWOR204A Use business technology

**Imported Units**

FNSICGEN305A Maintain daily financial/business records

## Employability Skills for BSB20107 Certificate II in Business

The following table contains a summary of the employability skills for this qualification. This table should be interpreted in conjunction with the detailed requirements of each unit of competency packaged in this qualification. The outcomes described here are broad industry requirements that may vary depending on the packaging options.

<b>Employability Skill</b>	<b>Industry/enterprise requirements for this qualification include:</b>
<b>Communication</b>	<ul style="list-style-type: none"> <li>communicating verbally with clients and colleagues</li> <li>drafting routine correspondence that meets the organisational standards of style, format and accuracy</li> </ul>
<b>Teamwork</b>	<ul style="list-style-type: none"> <li>working in a team environment to promote team commitment and cooperation</li> </ul>
<b>Problem solving</b>	<ul style="list-style-type: none"> <li>choosing appropriate methods for communication and transferring information</li> <li>dealing with client enquiries and complaints</li> </ul>
<b>Initiative and enterprise</b>	<ul style="list-style-type: none"> <li>raising occupational health and safety issues with designated personnel</li> </ul>
<b>Planning and organising</b>	<ul style="list-style-type: none"> <li>planning and organising own work schedule for the day</li> <li>planning the layout of simple documents using appropriate software</li> </ul>
<b>Self management</b>	<ul style="list-style-type: none"> <li>dealing sensitively with client needs and cultural, family and individual differences</li> <li>obtaining feedback on work performance and identifying opportunities for improvement</li> </ul>
<b>Learning</b>	<ul style="list-style-type: none"> <li>encouraging, acknowledging and acting on constructive feedback from team members</li> <li>using manuals, training booklets and online help to overcome difficulties</li> </ul>
<b>Technology</b>	<ul style="list-style-type: none"> <li>selecting, maintaining and using business technology appropriate to the task</li> </ul>

This table is a summary of employability skills that are typical of this qualification and should not be interpreted as definitive.