

Traineeships



Certificate II in Business

(BSB20107)

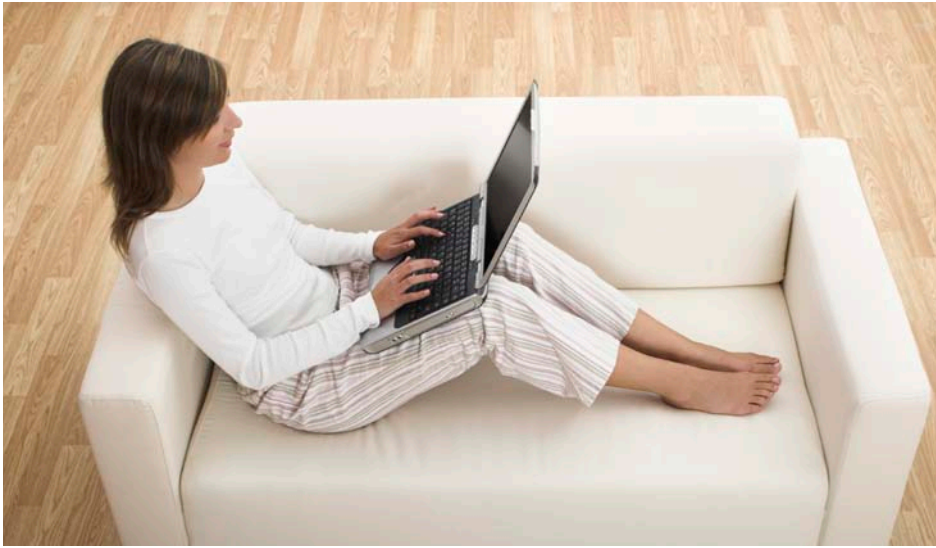
aot
a c c r e d i t e d
o n l i n e t r a i n i n g

Accredited Online Training Pty Ltd

> ABN 84 105 938 476 > RTO #31102
> 283-289 Draper St > PO Box 7575 Cairns QLD 4870
> p 1300 72 66 34 > int +61 7 4041 3198 > f 07 4041 7794
> e info@aot.edu.au > www.aot.edu.au



Certificate II in Business



This business course 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.

WHAT WILL YOU ACHIEVE FROM THIS COURSE?

The **Certificate II in Business** provides a strong focus on team work and communication within a business environment.

You will gain the skills and knowledge to effectively:

- Work in a business environment
- Communicate in the workplace
- Contribute to workplace innovation
- Process and maintain workplace information

HOW LONG DOES THE COURSE TAKE?

You, the student, are completely in control of your own learning schedule.

Total nominal hours: 240 hrs

Maximum 12 months access to online course (approx. 10-20 hours to complete each unit).

DELIVERY MODE

Online

HOW TO GAIN YOUR QUALIFICATION FASTER & TRANSFER TO UNIVERSITY

- Fast Track
- Recognition of Prior Learning (RPL)
- University credit transfer

ENTRY REQUIREMENTS

- Sufficient literacy and numeracy skills to complete the course
- Access to an internet connection and computer

Certificate II in Business

COURSE STRUCTURE

You are required to complete 12 units of study for the **Certificate II in Business**:

Compulsory - 12 core units

Unit Code	Unit Name	Description
BSBOHS201A	Participate in OHS processes	Participate in workplace occupational health and safety (OHS) processes to protect workers own health and safety, and that of others.
BSBCUS201A	Deliver a service to customers	Deliver all aspects of customer service at an introductory level. It includes creating a relationship with customers, identifying their needs, delivering services or products and processing customer feedback.
BSBIND201A	Work effectively in a business environment	Work effectively within a commercial or business environment. It includes identifying the rights and responsibilities of employees and employers and conducting business in accordance with the organisational goals, values and standards.
BSBINM201A	Process and maintain workplace information	Collect, process, store and maintain workplace information and systems. It also includes the maintenance of filing and records systems.
BSBCMM201A	Communicate in the workplace	Communicate in the workplace. It includes gathering, conveying and receiving information together with completing routine written correspondence.
BSBITU201A	Produce simple word processed documents	Correctly operate word processing applications in the production of workplace documents.
BSBITU202A	Create and use spreadsheets	Correctly create and use spreadsheets and charts through the use of spreadsheet software.
BSBWOR202A	Organise and complete daily work activities	Organise and complete work activities, and to obtain feedback on work performance.
BSBWOR203A	Work effectively with others	Work in a group environment promoting team commitment and cooperation, supporting team members and dealing effectively with issues, problems and conflict.
BSBWOR204A	Use business technology	Select, use and maintain a range of business technology. This technology includes the effective use of computer software to organise information and data.
BSBITU203A	Communicate electronically	Send, receive and manage electronic mail (email), as well as to collaborate online using chat rooms, intranets and instant messaging.
BSBITU306A	Design and produce business documents	Design and produce various business documents and publications. It includes selecting and using a range of functions on a variety of computer applications.

ASSESSMENTS

AOT uses competency based assessment methods to ensure students have demonstrated their performance to a required standard. Competency based assessment is the focus of accredited vocational courses on what the student can actually do – and the standard

at which they are able to perform. Performance is measured in terms of whether students meet the prescribed levels of competency, not how well they carry out tasks relative to each other or the length of time taken to attain the skills.

AOT's assessment process may consist of the following tasks, dependant on the unit/chapter requirements:

- Portfolios/case studies
- Holistic Assessments
- Multiple choice and/or
- Short answer questionnaires