

BSB20107

Certificate II in  
Business



BSB320107

# Course Overview

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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.

There are 12 units of competency to complete for the full qualification.

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

A number of career pathways are available for workers who have completed this qualification, including undertaking the BSB30107 Certificate III in Business or other Certificate III qualifications.

## Recommended For

The full qualification is recommended for people who are working in a business role who want to develop their career.



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# Pre-Requisites

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There are no entry requirements for BSB20107 Certificate II in Business, however the preferred pathways are:

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 relevant qualification/s

OR

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

Due to the assessments for this course, participants are expected to have access to a business environment. This will provide participants with opportunities to practise and apply their skills and knowledge, and to complete practical assessment tasks.



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# Competencies



## Competencies

There is 1 compulsory (core) and 11 elective units, which can be selected from a wide range of business and related units. A sample course structure would be as follows:

<b>Compulsory</b>		
1.	BSBOHS201A	Participate in OHS processes
<b>Elective</b>		
2.	BSBCUS201A	Deliver a service to customers
3.	BSBIND201A	Work effectively in a business environment
4.	BSBINM201A	Process and maintain workplace information
5.	BSBCMM201A	Communicate in the workplace
6.	BSBITU201A	Produce simple word processed documents
7.	BSBITU202A	Create and use spreadsheets
8.	BSBITU203A	Communicate electronically
9.	BSBSUS201A	Participate in environmentally sustainable work practices
10.	BSBWOR202A	Organise and complete daily work activities
11.	BSBWOR203A	Work effectively with others
12.	BSBWOR204A	Use business technology

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# Learning Assessment Skill Recognition



## Learning Arrangements

You can complete your qualification through a combination of independent learning and classroom training, or completely on-the-job with workplace visits from our Facilitators/Assessors. You will be provided with comprehensive learning resources and professional support and advice.

During the enrolment process, students will go through their training and assessment arrangements in detail, including what units must be completed through classroom training and what can be done as self-paced, independent learning.

After completing all learning and assessment tasks you are required to return your completed materials to your TR7 Facilitator/Assessor for review and assessment.

## Assessment

All assessments are competency based. The type of assessment tasks may include practical demonstration, knowledge based test, portfolio of evidence and direct observation. To receive a Statement of Attainment for individual units you must successfully complete all the relevant assessment tasks. To obtain the qualification Certificate II in Business (BSB20107) you must successfully complete all 12 units and their accompanying assessments.

## Skills Recognition

The process of Skills Recognition (Recognition of Prior Learning and/or Recognition of Current Competencies) gives those people with the relevant experience the opportunity to gain formal recognition for their competencies (skills and knowledge) gained through life, work and study, regardless of where, when and how they were achieved.

Participants are responsible for gathering evidence that will show they have the required competencies to the standard set out by the industry in the National Competency Standards.

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# Course Fees

## Course Recognition

This course meets the national training requirement for Qualification 'BSB20107 Certificate II in Business' and all listed Units. On successful completion of all 12 units of competency you are issued a nationally recognised Qualification in Certificate II in Business. On successful completion of one or more units of competency you are issued with a Statement of Attainment for the unit/s.

## Course Fees

The qualification is \$1,100.00 with payment options.

Full Qualification	Instalment Payments
Choose to pay for the full qualification at once and receive \$100 discount – You pay: <b>\$1,000.00</b>	Choose to pay by instalments. A deposit of <b>\$300</b> at enrolment and then 4 x <b>\$200</b> – You pay: <b>\$1,100.00</b>

## Traineeships

TR7 Training Services Pty Ltd has approval from the Department of Education and Training Western Australia to provide Certificate II in Business Traineeships.

TR7 tailors traineeship arrangements to meet the needs of the employer's business requirements. We work closely with the employer to ensure the trainee is both competent and confident.

For more information on traineeships visit the ApprentiCentre website at [www.apprenticeships.training.wa.gov.au](http://www.apprenticeships.training.wa.gov.au).

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# Benefits



## Additional Benefits

TR7 Training Services aims to deliver high quality, innovative and interesting training that is relevant to learners, employers and industry. This is why we develop and deliver our courses with mutual benefits for all involved.

All our participants receive ongoing support and services once they have successfully completed their training.

## Enquiries and Enrolments

If you have any questions regarding the course please contact our customer service support staff. We can send you further course information through email or the post, or you can visit our training centre and speak to one of our staff.

To enrol in this course you can contact our customer support staff by email or telephone, or visit our website and download an enrolment form.

## Contact Information

**TR7 Training Centre**  
312 Selby Street, Osborne Park, WA 6017  
PO Box 1591, Osborne Park, WA 6916  
Phone: (08) 9218 1422  
Fax: (08) 9446 3622  
Email: [training@tr7.com.au](mailto:training@tr7.com.au)  
Website: [www.tr7.com.au](http://www.tr7.com.au)



**RTO Provider No: 51620**  
**ABN: 68 140 202 053**

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