

## BSB20120 Certificate II in Workplace Skills

### Qualification description

This qualification also reflects the role of individuals who have not yet entered the workforce, and are developing the necessary skills in preparation for work.

These individuals carry out a range of basic procedural, clerical, administrative or operational tasks that require self-management and technology skills. They perform a range of mainly routine tasks using limited practical skills and fundamental operational knowledge in a defined context. Individuals in these roles generally work under direct supervision.

Refer to [training.gov.au](http://training.gov.au) for specific information about the qualification.

### Entry requirements

There are no entry requirements for this qualification.

### Duration and location

This is a one-year course delivered in Years 11 and 12 on site at Kirwan State High School.

### Course units

To attain a BSB20120 Certificate II in Workplace Skills, 10 units of competency must be achieved:

Unit code	Title
BSBTWK201	Work effectively with others
BSBCMM211	Apply communication skills
BSBOPS201	Work effectively in business environment
BSBPEF202	Plan and apply time management
BSBSUS211	Participate in sustainable work practices
BSBWHS211	Contribute to the health and safety of self and others
BSBCRT201	Develop and apply thinking and problem-solving skills
BSBTEC101	Operate digital devices
BSBTEC201	Use business software applications
BSBTEC202	Use digital technologies to communicate in a work environment

### RTO obligation

The RTO guarantees that the student will be provided with every opportunity to complete the qualification. We do not guarantee employment upon completion of this qualification.

Students who are deemed competent in all 10 units of competency will be awarded a Qualification and a Record of Results.

Students who achieve at least one unit of competency (but not the full qualification) will receive a Statement of Attainment.

### Delivery modes

A range of delivery modes will be used during the teaching and learning of this qualification. These include:

- face-to-face instruction
- guided learning

### Fees

All fees are published on Kirwan State High Schools VET subject selection form

### Assessment

Assessment is competency based and completed in a simulated business environment.

Units of competency are clustered and assessed in this way to replicate what occurs in a business office as closely as possible.

Assessment techniques include:

- observation
- folios of work
- questioning
- projects
- written and practical tasks.

### Work placement

Students are provided with the opportunity to do structured workplace learning in a range of local Businesses.

### Pathways

This qualification may articulate into:

- BSB30120 Certificate III in Business
- BSB40120 Certificate IV in Business
- work within a business/office administration area.

See other qualifications at [training.gov.au](http://training.gov.au).