

Certificate II in Business

BSB20107

Overview

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.

Qualification Requirements

Total number of units = 12

1 core unit as listed below

BSBOHS201A Participate in OHS processes

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.

BSBCUS201A	Deliver a service to customers
BSBIND201A	Work effectively in a business environment
BSBINM201A	Process and maintain workplace information
BSBINM202A	Handle mail
BSBINN201A	Contribute to workplace innovation
BSBCMM201A	Communicate in the workplace
BSBITU201A	Produce simple word processed documents
BSBITU202A	Create and use spreadsheets
BSBITU203A	Communicate electronically
BSBSMB201A	Identify suitability for micro business
BSBSUS201A	Participate in environmentally sustainable work practices
BSBWOR202A	Organise and complete daily work activities
BSBWOR203A	Work effectively with others
BSBWOR204A	Use business technology



This qualification outline shows qualification packaging rules as documented in the National Training Package. Course delivery options, scheduling and available elective units may vary.