

BUSINESS SERVICES

BSB20115 Certificate II in Business (R2)

Version 1 March 2020

COURSE DETAILS

Hours	240 hours
Type	Board Developed Course
Duration	2 years
Unit Value	2 unit Preliminary 2 unit HSC
HSC Exam	Yes
ATAR	Yes
Work Placement	Mandatory 70 hours
SBAT Pathways	Yes
Recognition	National and HSC Qualification

ASSESSMENT

Assessment strategies may include:

- Direct observation of practical work
- Written questioning
- Structured tasks including scenarios and case studies
- Portfolios of evidence collated by students

FURTHER STUDY

Certificate III, Certificate IV and/or Diploma in the field of Business.

For example:

- Administration
- Marketing
- Human Resources
- Business Sales



ABOUT

This qualification reflects the role of individuals in a variety of junior administrative positions who 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.

The course will also assist students to develop skills in::

- Communication
- Teamwork in a business environment
- Problem solving
- Innovation and enterprise
- Planning and organising (prioritising)
- Deliver customer service

JOB ROLES

Individuals with this qualification are able to perform roles, such as:

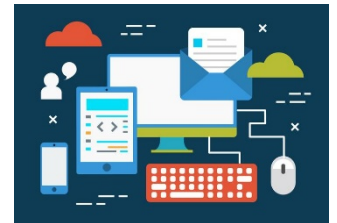
- Administration Assistant
Clerical Worker
Data Entry Operator
Information Desk Clerk
- Office Junior
- Receptionist

CAREER PATHWAYS

Administration Officer, Administrative Assistant, Clerical Officer, Data Entry Operator, Information Desk Clerk, Office Assistant, Receptionist

PERSONAL REQUIREMENTS

- Able to work methodically, accurately and neatly
- Good oral and written communication skills
- Able to work as part of a team
- Neat personal appearance.



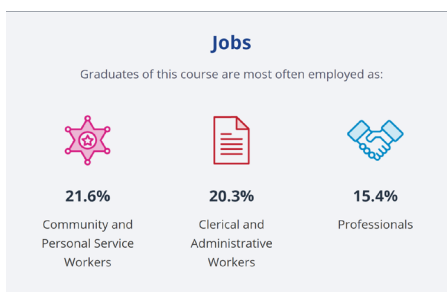
DUTIES AND TASKS OF AN ADMINISTRATIVE ASSISTANT

Administrative assistants may perform the following tasks:

- Sort and distribute incoming mail to areas and staff within the organisation and dispatch outgoing mail
- Write business letters, reports or office memos
- Answer telephone enquiries from customers, attend to visitors and assist other staff in the organisation with their enquiries
- Operate a range of office machines such as photocopiers, computers and faxes
- File documents – electronic and hard copy
- Undertake other duties such as banking, credit control or payroll functions

STUDENT OUTCOMES for BSB20115 Certificate II in Business

These are the outcomes of graduates surveyed six months after completing their training for BSB20115 Certificate II in Business.



All statistics are supplied by the [National Centre for Vocational Education](https://www.nvq.gov.au/)

[Research](#) **Further reading:**

<http://training.gov.au/training/details/BSB20115>

<https://smartandskilled.nsw.gov.au/for-students/job-guides>

<https://sbatinnsw.info/school-based-traineeships>

<https://www.myskills.gov.au/courses/details?Code=BSB20115>