



# Certificate II in Workplace Skills

BSB20120



ESSENTIAL BUSINESS SKILLS WITH A  
CUSTOMER FOCUS FOR THOSE  
STARTING OUT IN OFFICE WORK



# About This Course

The Certificate II in Workplace Skills will give you the essential work skills needed to start a career in an office or business environment. Learn how to prioritise work tasks, help customers and work safely in a business environment.

This qualification suits those with no prior office or business experience. Our Student Advisers have helped people of all ages to learn the skills, and develop the confidence, to start their office or business career. Learn the foundation skills of managing time, prioritising and working safely

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## Subject Choices

- Being Effective at Work
- Workplace Communication Essentials
- Being Safe at Work
- Sustainable Work Practices
- Essential Service Skills

# Key Course Facts

## Start Date:

Start immediately

## Duration:

Complete within 8 months

## Delivery Options:

On-line/Correspondence

## Group Training:

Contact the College for Availability

## Course Fees: \$2,900 All materials provided at no extra cost

The course fees may vary if you are a trainee or if the state that you reside in has a subsidised training opportunity. Refer to the tables below.

### New Entrant Traineeship Fees for this Qualification:

NSW	ACT	NT	QLD	SA	TAS	VIC	WA
\$0	\$460	N/A	N/A	N/A	N/A	\$2,900	N/A

### Existing Worker Traineeship Fees for this Qualification:

NSW	ACT	NT	QLD	SA	TAS	VIC	WA
N/A	\$460	N/A	N/A	N/A	N/A	N/A	N/A

### School Based Traineeship Fees for this Qualification:

NSW	ACT	NT	QLD	SA	TAS	VIC	WA
\$0	\$460	N/A	N/A	N/A	N/A	\$2,900	N/A

### Subsidised Training Options for this Qualification \*

NSW	ACT	NT	QLD	SA	TAS	VIC	WA
\$880	N/A						

\* NSW fee listed is for the Smart and Skilled category 'no prior qualification'. A fee increases of 15-17% applies to those who have completed a qualification previously. This training is subsidised by the NSW Government.

\* Jobs & Skills WA courses are subsidised by the Department of Training and Workforce Development. The Student tuition fees are indicative only and are subject to change given individual circumstances at enrolment. Additional fees may apply such as Student service and resource fees.

\*\* Subject to eligibility and availability at the time of enrolment



# Entry Requirements

## Reading and Writing Skills

The course is an online correspondence course so you need to have basic English reading and writing skills, or higher. As a guide - you should have completed Year 10 schooling, or have proven workplace written communication skills.

## Spoken English Skills

To ensure successful completion of this course you must have sufficient English speaking skills to be able to communicate with your Student Adviser over the phone.

## Computer and Internet

- Access to a Desktop Computer or Laptop; some course work may be completed via mobile devices
- Internet access with Internet Explorer 8+, Chrome or Firefox
- Microsoft Office 2010 Word and Subject specific Office products for chosen electives (ie Excel, Powerpoint, Publisher)

## Other

- Ability to study and conduct assessments in a safe environment

# Subject Descriptions

## Core Subjects:

### Being Effective at Work

This subject addresses the skills and knowledge required to work effectively in a business environment. It includes identifying and working to organisational standards, managing workload, and working as part of a team. A number of practical workplace activities are undertaken and used as assessment evidence to ensure the new employee gets started in the right way.

Unit(s):

BSBOPS201 - Work effectively in business environments

BSBPEF202 - Plan and apply time management

BSBPEF201 - Support personal wellbeing in the workplace

BSBTWK201 - Work effectively with others

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### Workplace Communication Essentials

Communication is a key work skill. This subject covers the skills and knowledge required to communicate in the workplace including gathering, conveying and receiving information and completing routine written correspondence. The use of digital communication technologies like email and texting is also covered.

Unit(s):

BSBCMM211 - Apply communication skills

BSBTEC202 - Use digital technologies to communicate in a work environment

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### Being Safe at Work

This subject covers the skills and knowledge required to work in a healthy and safe manner. You will learn to recognise hazards, the importance of safety signs and how to raise safety issues within a workplace. This is a great entry level subject to help you act and respond in a safe manner and it also covers how to respond to emergency incidents.

Unit(s):

BSBWHS211 - Contribute to the health and safety of self and others

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### Sustainable Work Practices

Environmental sustainability is everyone's responsibility. This subject explains what sustainable practices are and how you can follow them in your workplace. Content includes recycling programs and ways to monitor usage of business resources so you can identify money saving practices.

Unit(s):

## Essential Service Skills

Customer service is a key function in all job roles, and so engagement of the customer is a critical skill. This subject looks at essential service skills to identify the customers needs and delivering good customer service. As well as skill practicals, there is a small component that looks at how to receive customer feedback positively.

Unit(s):

BSBOPS202 - Engage with customers

BSBOPS203 - Deliver a service to customers

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# Service Guarantees

## Quality Training Provider

ACCM has a history of satisfied students and clients and repeat business. Our testimonials on our website are genuine and the type of feedback we receive daily. We are so confident that you will be pleased with the College service, that we guarantee it.

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## Speedy Paper-less Enrolment

Enrolment Applications are accepted 24/7 online. Be fully enrolled in your course in 7 minutes! For customised or employment based courses and traineeships contact us and we will send you a customised enrolment page by email.

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## Start Anytime - Immediate Enrolment

Within 30 minutes of applying to enrol, your personal log-on details are emailed to you. This gives you access to our on-line system Webclass. Login to Webclass and complete the administrative items. Once you have completed these items a College Student Adviser will phone you to discuss your needs, course requirements, suitability and electives. You will then have access to the first study module via WebClass.

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## Industry Expert Student Adviser

You will be allocated your own industry experienced Student Adviser. While they will personally manage your program; you will also benefit from the College team around them to provide expert assistance in all subject areas.

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## Prompt Results and Feedback

All assessments are promptly returned (via Webclass) with detailed feedback and encouragement. Our goal is to have them back to you in a week or less. In the meantime you can progress to your next subject.

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## Personal Contact for the Right Start

Your College Student Adviser will phone you to welcome you to the course and ensure that you understand the best way to make progress in your course. They will also assist you with any questions you may have.

They will be in regular contact with you, especially at the start of your course, to offer motivation, support and guidance.

For employment based enrolments they will also make contact with your work supervisors to address any questions they may have.

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## Pro-active Learner Support

The support won't stop! Contact from your College Student Adviser will continue every month, based on the level of help you need.

Of course, at any time you can call us to get help. Get immediate assistance over the phone and by email. If immediate assistance is unavailable for any reason, we will make sure a qualified Student Adviser is in contact with you no later than the next business day.

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## Quality Course Materials

Our step by step course materials have been written by industry experts specifically for the College. They will give you all of the relevant learner information you need to succeed in your course.

The resources simplify industry jargon and concepts, give you industry insight and understanding, and focus on current real world business practices.

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## Employer Progress Updates

For employment based enrolments all supervisors will have access to an online progress report showing the current status of all learners. We understand that it's essential to keep you up to date so we will prompt you each month to access your report.

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