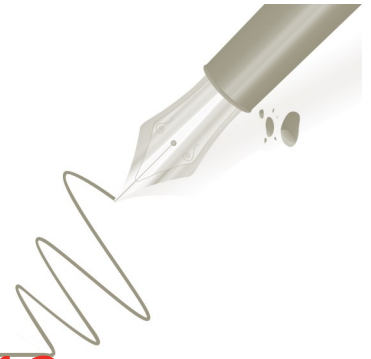




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CERTIFICATE II IN BUSINESS

BSB20112

ABOUT THE QUALIFICATION

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.

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

QUALIFICATION PATHWAYS

Preferred pathways for candidates considering this qualification include BSB10112 Certificate I in Business or other relevant qualification or candidates with vocational experience assisting in a range of support roles without a formal business qualification.

Pathways from the qualification include BSB30112 Certificate III in Business, or a range of other Certificate III qualifications.

COURSE CONTENT

For this qualification you are required to complete one (1) core unit of competency and eleven (11) elective units of competency, making a total of 12 units of competency. Selection of electives must be guided by job outcomes sought, local industry requirements and the characteristics of this qualification.

We will be happy to sit and discuss these options with you prior to you enrolling in your course.

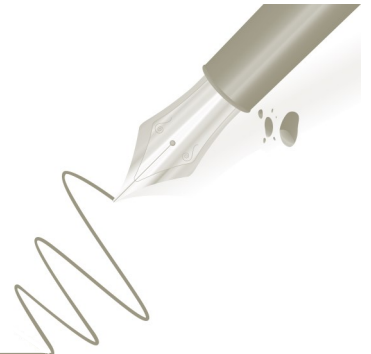


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COURSE DURATION

Each person undertaking this qualification brings their own education & skills levels to the table, impacting on the overall time taken to complete their course.

With the on-line web-based learning facilities and trainer support, all International Institute of Excellence students have the capacity to complete their training in real-time yet at a pace that is reflective of their learning requirements.

1 CORE UNIT OF COMPETENCY

- ⇒ Contribute to health and safety of self and others

11 ELECTIVE UNITS OF COMPETENCY FROM THE FOLLOWING CATEGORIES

- ⇒ Customer service
- ⇒ Industry Context
- ⇒ Information management
- ⇒ Innovation
- ⇒ Interpersonal communication
- ⇒ IT use
- ⇒ Small and Micro Business
- ⇒ Sustainability
- ⇒ Workplace Effectiveness

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