

# BSB20120 Certificate II in Workplace Skills

MCI's nationally recognised BSB20120 Certificate II in Workplace Skills prepares students for an entry-level job or further study options. This qualification develops skills in time management, business operational practices, technology use, and workplace communication.

## Learning Pathway

This pathway is focussed on building a broad repertoire of skills for office assistant roles, suitable for all industry sectors. Students will participate in simulated workplace experiences, designed to get them practicing on-the-job performance skills.

**Semester 1:** Students will develop attributes, including organisational skills, multi-tasking, and prioritising as they learn about personal and professional practices to improve operational outputs. They will develop their knowledge of health and safety and how to respond to workplace incidents, as well as what they can do to support sustainable work practices.

**Semester 2:** Students will develop their confidence in working with people and using their initiative. They will learn communication skills to work productively alongside colleagues and managers, and service skills to build strong customer relationships.

Term 1	<b>Preparing yourself for work</b>		
	BSBPEF201 Support personal wellbeing in the workplace	BSBPEF202 Plan and apply time management	
	<b>Establishing effective business practices</b>		
	BSBOPS201 Work effectively in business environments	BSBWHS211 Contribute to the health and safety of self and others	BSBSUS211 Participate in sustainable work practices
Term 2	<b>Communicating in the workplace</b>		
	BSBCMM211 Apply communication skills	BSBTEC202 Use digital technologies to communicate in a work environment	
	<b>Delivering customer service</b>		
	BSBOPS203 Deliver a service to customers	Cluster: SIRXCEG002   SIRXCEG003 Assist with customer difficulties   Build customer relationships and loyalty	



## Delivery

- You will have the flexibility of 100% online customised learning experience.
- Our short, well-structured lessons are visually presented, making them easy to follow and understand. They include useful job aids and videos that help explain concepts.
- All course resources are designed for you to access on the go. That means, if you're out and about, on the train or bus, at the park or beach, you can access course materials on your tablet or smartphone.
- But that's not all! To give you a competitive edge, you'll have access to job-readiness short courses which will build the general skills needed to land the job of your dreams.

## Duration

- Choice of flexible course of study over 6 months.
- Enrolments valid for 12 months.

## Equipment and resources

You'll need access to the following equipment to complete this course.

- Computer with Internet access
- Device with in-built camera, such as a smartphone
- Software packages, such as Microsoft Word, Excel, PowerPoint (or similar)
- Adobe Acrobat Reader

## Getting started

Speak with your Employment Consultant for assistance with your enrolment.

## Why study with us?

- Study online and at your own pace whilst meeting your program requirements.
- Our fully integrated learning management system helps you keep track of where you're at and enables us to identify if you need additional support.

## Outcome

Once you've completed all the units of competency within the course, you will be issued a BSB20120 Certificate II in Workplace Skills qualification.

- Develop your office skills and prepare to perform routine administrative tasks.
- Add this credential to your resumé to demonstrate your commitment.
- Use your achievement as a steppingstone to future study, to help you achieve your career goals.

