

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**

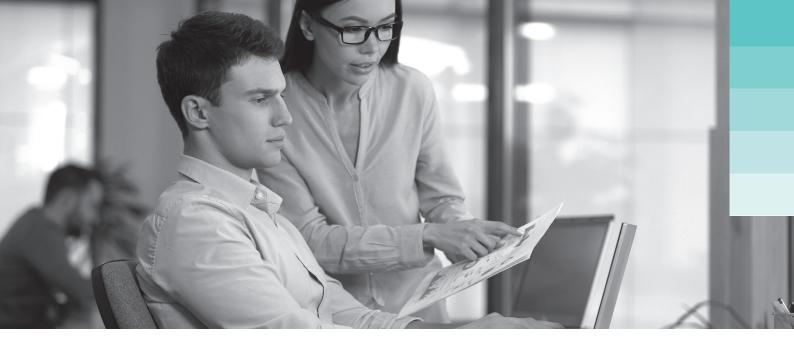
This pathway is focussed on building a broad repertoire of skills for office assistant roles, suitable for all industry sectors. Students will participate in simulated workplace experiences, designed to get them practicing on-the-job performance skills.

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

Phone: 1300 414 252 Email: help@mci.edu.au



## **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**

Assessments include written responses, scenarios and role plays. Once you've completed all the units of competency within the course, you will be issued a BSB20120 Certificate II in Workplace Skills qualification. Some roles this course will prepare you for include:

- · Office assistant
- Admin assistant
- Service assistant





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