

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	Preparing yourself for work		
	BSBPEF201 Support personal wellbeing in the workplace	BSBPEF202 Plan and apply time management	
	Establishing effective business practices		
	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	Communicating in the workplace		
	BSBCMM211 Apply communication skills	BSBTEC202 Use digital technologies to communicate in a work environment	
	Delivering customer service		
	BSBOPS203 Deliver a service to customers	Cluster: SIRXCEG002 SIRXCEG003 Assist with customer difficulties Build customer relationships and loyalty	

