

BSB20115 Certificate II in Business



This qualification reflects the role of individuals in a variety of junior administrative positions who perform a range of mainly routine tasks using limited practical skills and fundamental operational knowledge in a defined context. Individuals in these roles generally work under direct supervision.

Whether you just want to brush up on your office administration skills, or you need to start from scratch, this course will teach you the basics of working in a business environment.

This course has been designed to teach you about different procedures in business including becoming proficient in office technology, how to deal with customers and develop your written communication skills.

**Smart & Skilled concessions apply for eligible students
visit our website for more information skillslink.edu.au**

This qualification is also available as a Traineeship

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Units of Competency

BSBWHS201	Contribute to health and safety of self and others
BSBCUS201	Deliver a service to customers
BSBINM202	Handle mail
BSBINN201	Contribute to workplace innovation
BSBITU203	Communicate electronically
BSBITU201	Produce simple word processed documents
BSBITU202	Create and use spreadsheets
BSBWOR202	Organise and complete daily work activities
BSBWOR203	Work effectively with others
BSBWOR204	Use Business technology
BSBIND201	Work effectively in a business environment
BSBCMM201	Communicate in the workplace

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