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Certificate II in Business
BSB20107

Qualification Rules

You must complete 12 units of competency consisting of:
1 core unit plus 11 elective units
A maximum of 2 units may be selected from Certificate I or Certificate III Qualification

UNITS OF COMPETENCY

CODE	TITLE	
	CORE UNITS	
BSBOHS201A	Participate in OHS processes	OHS
	ELECTIVE UNITS	
BSBCUS201A	Deliver a service to customers	Customer Service
BSBIND201A	Work effectively in a business environment	Administration
BSBINM201A	Process and maintain workplace information	Administration
BSBINM202A	Handle mail	Administration
BSBINN201A	Contribute to workplace innovation	Administration
BSBCMM201A	Communicate in the workplace	Communication
BSBITU201A	Produce simple word processed documents	IT
BSBITU202A	Create and use spreadsheets	IT
BSBITU203A	Communicate electronically	IT
BSBSUS201A	Participate in environmentally sustainable work practices	Administration
BSBWOR204A	Use business technology	Administration
FNSICGEN305A	Maintain daily financial/business records	Financial
BSBADM101A	Use business equipment and resources	Administration
BSBCMM101A	Apply basic communication skills	Communication
BSBITU101A	Operate a personal computer	IT
BSBITU102A	Develop keyboard skills	IT
BSBWOR201A	Manage personal stress in the workplace	Communication

Cost: $1,200 – Payment options are available
Training Delivery: Self paced trainer facilitated, supported distance and trainer led.
Traineeship: Employers may be eligible for Commonwealth funding.

Nationally Recognised Training

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