

### BSB20107



Qualification Rules: -

- Total number of units required = 12
- 1 core unit, plus 11 elective units
- A maximum of 2 elective units may be selected from Certificate I or Certificate III level

CORE MODULE		
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
BSBWOR202A	Organise and complete daily work activities	Administration
BSBWOR203A	Work effectively with others	Communication
BSBWOR204A	Use business technology	Administration
FNSICGEN305A	Maintain daily financial/business records	Financial

ADDITIONAL UNITS			
BSBADM101A	Use business equipment and resources	Level 1	Administration
BSBCMM101A	Apply basic communication skills	Level 1	Communication
BSBITU101A	Operate a personal computer	Level 1	IT
BSBITU102A	Develop keyboard skills	Level 1	IT
BSBWOR201A	Manage personal stress in the workplace	Level 2	Communication

The cost per qualification on a fee for service basis is \$1,500. Training can be delivered in a variety of modes including self paced trainer facilitated, supported distance and trainer led. If under a traineeship the cost is \$2,000 but employers may be eligible for Commonwealth funding.

**Vocational Outcomes** – This course can provide you with the skills needed to undertake further training or secure employment in roles such as Administration Assistant, Clerical Worker, Data Entry Operator, Information Desk Clerk, Office Junior or Receptionist.