MGTD Pirii (RTO88194) in conjunction with PARASOL EMT Pty Limited (RTO2551)

BSB20115 Certificate II in Business

Note to students: Training is provided by MGTD Pirii (RTO88194) with Qualifications and Statements of Attainment issued by Parasol EMT Pty Ltd (RTO2551)

Description
This qualification reflects the role of individuals who perform a range of mainly routine tasks using limited practical skills and fundamental operational knowledge in a defined context, working under direct supervision. Typical job roles are Administration Assistant, Clerical Worker, Data Entry Operator, Information Desk Clerk, Office Junior and Receptionist.

Entry Requirements
There are no entry requirements for this qualification, however students will require Language, Literacy and Numeracy skills at a level enabling the understanding of materials and to complete routine tasks.

Pathways from the qualification
After achieving this qualification candidates may undertake - BSB30115 Certificate III in Business.

Duration and Study Options
Candidates undertaking this process/course will have up to 12 months (1 year) for completion using one of the following study options – Normal completion time is within 6 months:

- Face to Face Learning allows participants to attend a five (5) day face to face training workshop covering the basic theory for the units of competency. Assessments and practical requirements are completed post workshop no later than 12 months from the first day of the workshop.
- The 1 on 1 coaching model allows participants to attend our training centre in Malaga and complete all of their learning and assessments under guidance from a resident trainer. Assessments are completed as the students undertakes coaching with practical requirements being completed no later than 12 months from commencement.
- Distance education gives participants the flexibility to complete the course at their own pace within the stipulated course timeframes without the need to attend face to face workshops. Assessments and practical requirements are to be completed no later than 12 months from commencement. This option is available via our ELearning portal or using printed workbooks and learner guides with the option of written assessment or on-line assessment.
- Recognition of Prior Learning (RPL) may be undertaken by candidates who are able to provide valid, sufficient, current and authentic evidence of competency through demonstration of the required learning and skills outcomes using our RPL portfolio of evidence workbooks.

Learning Outcomes
This qualification will provide participants with the knowledge and skills required to competently perform the following tasks:

- Communicating verbally with clients and colleagues. Choosing appropriate methods for communication and transferring information. Planning and organising own work schedule for the day and working in a team environment to promote team commitment and cooperation. Obtaining feedback on work performance and identifying opportunities for improvement. Encouraging, acknowledging and acting on constructive feedback from team members
• Drafting routine correspondence that meets the organisational standards of style, format and accuracy. Planning the layout of simple documents using appropriate software. Using manuals, training booklets and online help to overcome difficulties. Selecting, maintaining and using business technology appropriate to the task.

• Dealing with client enquiries and complaints. Dealing sensitively with client needs and cultural, family and individual differences


Total number of units = 12

1 core unit plus
11 elective units

7 elective units must be selected from the elective units listed below.
The remaining 4 elective units may be selected from the elective units listed below, or any currently endorsed Training Package or accredited course at the same qualification level. If not listed below 2 of the 4 elective units may be selected from either a Certificate I or a Certificate III qualification.

Elective units must be relevant to the work environment and the qualification, maintain the integrity of the AQF alignment and contribute to a valid, industry-supported vocational outcome.

Core unit
BSBWHS201  Contribute to health and safety of self and others

Elective units
Customer Service
BSBCUS201  Deliver a service to customers

Industry Context
BSBIND201  Work effectively in a business environment

Information Management
BSBINM201  Process and maintain workplace information
BSBINM202  Handle mail

Innovation
BSBINN201  Contribute to workplace innovation

Interpersonal Communication
BSBCMM201  Communicate in the workplace

IT Use
BSBITU201  Produce simple word processed documents
BSBITU202  Create and use spreadsheets
BSBITU203  Communicate electronically

Small and Micro Business
BSBSMB201  Identify suitability for micro business

Sustainability
BSBSUS201  Participate in environmentally sustainable work practices

Workplace Effectiveness
BSBWOR202  Organise and complete daily work activities
BSBWOR203  Work effectively with others
BSBWOR204  Use business technology

Imported Units
FNSACC301  Process financial transactions and extract interim reports

Nominal Hours: 325
Fees (Retail)
Recognition of Prior Learning (RPL) – $589.00 (GST Free)
E-Learning or Distance Learning $879.00 (GST Free) – includes resources and materials
Face to Face or 1 on 1 coaching option $1149.00 (GST Free) – includes resources and materials
Courses are also available for delivery within the workplace or for groups – please contact us at admin@mgtdpirii.edu.au for a quotation

MGTD Pirii takes its social responsibilities seriously and will, where practicable, offer assistance and support to students wishing to undertake courses of study and/or qualifications. Where a student receives government assistance or concession MGTD Pirii will offer concessional rates – subject to documented proof of concession. We will also offer payment terms in order to assist students where practicable.

This course is delivered under an agreement with Parasol EMT Pty Ltd (RTO2551)