



Workplace  
Training  
Specialists

## BSB20107 Certificate II in Business

The Certificate II in Business offered at RMT aims to develop practical competence and understanding of basic office skills necessary for employment as an office assistant or receptionist. This qualification builds on Certificate I by continuing to develop knowledge, understanding and application of clerical, administrative and secretarial practices.

### Entry Requirements

There are no prerequisite requirements for individual units of competency. Pathways into the qualification may be gained :

- after achieving Certificate I in Business or other relevant qualification/s
- by providing evidence of competency in the majority of units required for the Certificate I in Business or other relevant qualification/s.
- with limited vocational experience assisting in a range of work settings without a formal business qualification

### Length of study

Total nominal hours:	260-365 hrs
Avg. Contact time:	8 hrs/month
Avg. Research time:	10 hrs/month
Full time duration:	12-15 months
Part-time duration:	15-18 months

### Cost of Course

**\$1800**

#### Option 1

Pay now and receive a 10% discount

#### Option 2

Pay in 2 six monthly payments

### Online Delivery

Online delivery provides a very flexible way to study. It means that you can learn at anytime and any place and Internet based classroom means you still have contact with your trainers.

Upon enrolment you will be provided with course materials for each unit and you will be able to work through them in your own time. In addition you will receive the following support:

- Regular contact with trainer via email
- Scheduled Internet based classroom session
- Contact via phone, email and Skype
- Assessment of each unit upon completion

The course has been designed and developed to be studied online to enable people currently employed to participate and for others living in non-local areas to remove the cost of travel and accommodation associated with regular classroom tuition

The course materials will be made available via post and through access to a learning management system, where you will also be able to submit assignment work for assessment by your trainer.

Head Office

PO Box 1256

BERRI, South Australia, 5343

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## Course structure

Total number of units = 12, made up of 1 core unit, 11 elective units, of which 7 must be from the elective units listed below

## Core Units

Unit code	Unit name	Description
BSBOHS201A	Participate in OHS processes	This unit describes the performance outcomes, skills and knowledge required to participate in workplace occupational health and safety (OHS) processes to protect workers own health and safety, and that of others.

## Elective Units

### Customer Service

BSBCUS201A Deliver a service to customers

### Industry Context

BSBIND201A Work effectively in a business environment

### Information Management

BSBINM201A Process and maintain workplace information

BSBINM202A Handle mail

### Innovation

BSBINN201A Contribute to workplace innovation

### Interpersonal Communication

BSBCMM201A Communicate in the workplace

### IT Use

BSBITU201A Produce simple word processed documents

BSBITU202A Create and use spreadsheets

BSBITU203A Communicate electronically

### Small and Micro Business

BSBSMB201A Identify suitability for micro business

### Sustainability

BSBSUS201A Participate in environmentally sustainable work practices

### Workplace Effectiveness

BSBWOR202A Organise and complete daily work activities

BSBWOR203A Work effectively with others

BSBWOR204A Use business technology

### Imported Units

FNSICGEN305A Maintain daily financial/business records

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# Registration of Interest Certificate II in Business

Name

Address

Phone

Mobile

Email

*Details of Training Qualifications completed*

*Study intentions*

*Study reasons*

*Employer support*

*Do you have internet access at work and at home*

*If yes, what type of internet access do you have*

*Other information:*