

CERTIFICATE II IN BUSINESS



BSB20115

COURSE GUIDE

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.

Nepean Community College does not guarantee that you will obtain employment after completing this course but the qualification may lead to positions of:

- Administration Assistant
- Office Assistant
- Receptionist
- Clerical Officer
- Secretary
- Information Desk Clerk

This course consists of a total of 12 units of competency; 1 unit of competency is core and 11 units of competency are elective. A combination of electives that meets the packaging rules has been chosen to result in the award of the BSB20115 Certificate II in Business.

BSBADM101	Use business equipment and resources
BSBCMM201	Communicate in the workplace
BSBCUS201	Deliver a service to customers
BSBIND201	Work effectively in a business environment
BSBINM201	Process and maintain workplace information
BSBINM202	Handle mail
BSBITU211	Produce digital text documents
BSBITU212	Create and use spreadsheets
BSBITU213	Use digital technologies to communicate remotely
BSBWHS201	Contribute to health and safety of self and others
BSBWOR202	Organise and complete daily work activities
BSBWOR203	Work effectively with others

Upon successful completion of the BSB20115 Certificate II in Business you may enrol in a course at a Certificate III level.

Nepean Community College strongly believes in placing students on career pathways tailored to each individual. To ensure a quality learning experience we **connect** with each of our students prior to enrolment to discuss learning options.

We aim to ensure that you are placed in courses which are most relevant to your career goals and existing skills and knowledge.

Vocational Education and Training focuses on a system of competency based assessment. Competency based assessment determines a student's level of achievement based on two factors:



- The ability of a student to perform practical tasks to a specified standard
- The ability of a student to show understanding of identified knowledge standards within the particular industry relevant to the accredited course.

All students who **register an interest** in BSB20115 Certificate II in Business will be asked to undertake a Language, Literacy and Numeracy assessment prior to enrolment. In this way we can identify any support you may need to complete the course and ensure it is available. We offer literacy support materials to assist any gaps identified by this assessment. We also work with the course facilitators to make reasonable adjustments to training plans if necessary.

As a centre for Social Inclusion, our premises are designed with disability support in mind. When registering for this course you are encouraged to confirm any special needs you may have in regards to equipment, resources or training materials and we will work with you on an individual basis to accommodate those needs to the best of our ability.

Students who **commit to enrolment** in this course will be supplied



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with all necessary training materials such as workbooks, computers, access to simulated environment and free internet access. This will also include a timetable of training delivery and you are encouraged to speak to the trainer if the schedule creates learning difficulties.

Assessment will be undertaken in a variety of ways, including:

- Roleplays
- Workbook activities
- Projects
- Written questions
- Verbal discussions
- Group activities

It is expected that you will undertake self-study and practice outside of the 16 hours of classroom learning you must attend. The amount of self-study and practice will be dependent on your existing capabilities. At first you may have to spend up to 24 hours a week in self-study to ensure you fully understand the knowledge and skills explained during your face-to-face classes. As time progresses and your knowledge and skills develop, this may reduce.

For those students who have previously studied units of competency relevant to BSB20115 Certificate II in Business we offer a system that recognises your *prior* learning or current competencies.

If you fall into this category, please contact us prior to enrolment to discuss your previous experience in person. Please note that we are required by legislation to contact the provider of your previous qualifications to confirm authenticity.

This training may be subsidised by the NSW Government. To check your eligibility for course subsidies please contact Nepean Community College prior to enrolment. You will be provided with a quotation which will remain current for 2 weeks. If your study is delayed for any reason you will be provided with a new quotation.

Check your eligibility for subsidised training by accessing: <https://smartandskilled.nsw.gov.au/are-you-eligible>

In the unlikely event of default by Nepean Community College in situations such as:

- The course does not start of the nominated starting date
- The course stops being provided after it starts and before it is completed
- The course is not provided fully to the student because the college has a sanction imposed by a government regulator

Nepean Community College may contact you and offer an alternative course and you will be asked to advise the college in writing whether you agree to undertaking the alternative course.

If you withdraw from the course of study prior to course commencement, Nepean Community College will refund any fees paid at enrolment.

If you withdraw from the course of study after course commencement, Nepean Community College will provide you with a statement of fees that includes all fees applied and any fees refunded, if applicable.

Requests for refund should be made in writing to the Principal with documented evidence of the reason for withdrawal.

This refund policy does not remove your rights to take further action under the Australian Consumer Law.

Upon successful completion of all units of competency you will be awarded BSB20115 Certificate II in Business.

In the event of you not completing all the units you will be awarded a Statement of Attainment for successfully completed units of competency.

Certificates will be issued within 30 calendar days of final assessment, providing all agreed fees have been paid.

Start Date: Monday 6th May 2019	End Date: Monday 19th August 2019	Time: 9.30am to 3.30pm
Location: Westfield Penrith	Number of weeks: 16 weeks	Days of the week: Mondays
Breaks: 10/6/19 and 8/7/19 to 15/7/19		Contact Number to Register: 02 4724 9000

