- Gain understanding of business fundamentals
- Learn to communicate in a business English environment
- Develop skills to perform a full range of back office tasks

**Program Length**

30 weeks (including 6 weeks scheduled breaks)
20 hours/week

**Start Dates**

2016

2017
- Jan-9, Jan-23, Feb-6, Feb-13, Apr-10, Apr-24, May-8, May-22, July-10, July-24, Aug-7, Aug-21, Oct-9, Oct-23, Nov-6, Nov-20

On the first day of the course, you will undergo an orientation process where you will receive the information you need to start your studies. Your attendance to this orientation is compulsory.

**2016 Fees**

- Enrolment fee: $200
- Material fee: $100
- Tuition fee: $2,500

**Entry Requirements**

- An overall equivalent of Australia’s Year 10 (minimum high school diploma)
- IELTS 5.0 or equivalent: upper intermediate English certificate, ABS pre entry test
- Students must be at least 18 years old

**Course Schedule**

**Lecture**

Wednesday, Thursday from 9:30 am to 1:30 pm (Lecture)

**Assessment Support** (Flexibility to choose most convenient time for student)

- Monday to Thursday from 1:30 pm to 5 pm
- Friday from 9 am to 5 pm

**Program Description**

The Certificate II in Business 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.

This Certificate is for students who are seeking to gain an understanding of business fundamentals and who may be interested in gaining employment at an administrative or customer service role.

**Program Overview**

**Core Units**

- Contribute to health and safety of self and others

**Elective Units/Foundation**

- Promote innovation in a team environment
- Work effectively in a business environment
- Communicate in the workplace
- Participate in environmentally sustainable work practices
- Develop and use a personal budget
- Use whole numbers and money up to one thousand for work
- Organise and complete daily work activities
- Deliver Service to Customers
- Use basic strategies for work related learning

**Online Units**

- Produce simple Word processed documents
- Create and use spreadsheets

*Course units may be subject to change*
**CERTIFICATE II IN BUSINESS**

**COURSE UNITS**

**Contribute to health and safety of self and others - BSBWH5201**
This unit describes the skills and knowledge required to work in a manner that is healthy and safe in relation to self and others and to respond to emergency incidents. It covers following work health and safety (WHS) and emergency procedures and instructions, implementing WHS requirements and participating in WHS consultative processes.

**Promote innovation in a team environment - BSBINN301**
This unit describes the skills and knowledge required to be an effective and proactive member of an innovative team.

**Work effectively in a business environment - BSBIND201**
This unit describes the skills and knowledge required to work effectively in a business environment. It includes identifying and working to organisational standards, managing workload, and working as part of a team.

**Communicate in the workplace - BSBCM201**
This unit describes the skills and knowledge required to communicate in the workplace including gathering, conveying and receiving information and completing routine written correspondence.

**Produce simple Word processed documents - BSBITU201**
This unit describes the skills and knowledge required to develop basic keyboard skills using touch typing techniques in a broad range of settings.

**Create and use spreadsheets - BSBITU202**
This unit describes the skills and knowledge required to correctly create and use spreadsheets and charts using spreadsheet software.

**Participate in environmentally sustainable work practices - BSBUS201**
This unit describes the skills and knowledge required to effectively measure current resource use and carry out improvements, including reducing the negative environmental impact of work practices.

**Use whole numbers and money up to one thousand for work - FSKNUM003**
This unit describes the skills and knowledge to identify and undertake simple processes with whole numbers and money up to one thousand.

**Organise and complete daily work activities - BSBWOR202**
This unit describes the skills and knowledge required to seek feedback for performance improvement and use current technology appropriate to the task.

**Deliver Service to Customers - BSBCUS201**
This unit describes the skills and knowledge required to deliver all aspects of customer service at an introductory level. It includes creating a relationship with customers, identifying their needs, delivering services or products and processing customer feedback.

**Use basic strategies for work related learning - FSKLRG004**
This unit describes the skills and knowledge required to identify own learning goals and needs to engage in a vocational or workplace learning environment.

**ASSESSMENTS**

All vocational courses are assessed through a combination of assessment types that may include essays, reports, group tasks, portfolios and/or presentations.

**ON-LINE UNITS**

Online units are delivered through our on-line platform and can be completed anytime during your study period. You can contact and get support from your teacher to complete online units.

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