



BSB20120 Certificate II in Workplace Skills



RTO Code 90171

Who is this course for?

This course gives you a solid grounding in general office administration skills and the chance to get your foot in the door via a range of entry-level positions. You will gain the fundamental practical skills and knowledge to prepare for employment in entry-level roles such as administrative assistant, data entry operator, information desk clerk and receptionist.

This course is available to all students under the Smart and Skilled initiative of Training Services NSW.

To be eligible for funding, you must:

- Be an Australian citizen, permanent resident or humanitarian visa holder
- Be aged 15 years or older
- Live or work in New South Wales
- Have left school and have no previous qualifications at Certificate IV or higher.

You will require the Language Literacy, Numeracy and Digital skills to:

- Read and comprehend the course learning content
- Conduct a basic internet search
- Engage in online learning, including video conferencing sessions
- Use a range of software to communicate electronically and create simple documents.

You may be required to have access to:

- A computer or laptop
- The internet
- Word-processing, presentation, email and spreadsheet software.

The NSW Department of Education has recognised our organisation as a High Performing Provider.

Core units

This course will take 6 months to complete. You must complete 10 units of competency, comprised of 5 core and 5 elective units.

UNIT CODE	UNIT NAME
BSBWHS201	Contribute to the health and safety of self and others
BSBCMM211	Apply communication skills
BSBOPS201	Work effectively in business environments
BSBPEF202	Plan and apply time management
BSBSUS211	Participate in sustainable work practices

Elective units

Elective selection may vary according to customer requirements

UNIT CODE	UNIT NAME
BSBPEF201	Support personal wellbeing in the workplace
BSBTEC201	Use business software applications
BSBTEC202	Use digital technologies to communicate in a work environment
BSBTWK201	Work effectively with others
AUMAF001	Apply for jobs and undertake job interviews



This training is subsidised by the NSW Government.

To check your eligibility contact MTC Australia or visit SmartAndSkilled.nsw.gov.au

Why choose this course?

In a friendly and supportive environment, you will gain basic practical skills and fundamental operational knowledge. Our trainers are both experienced and approachable, and will work closely with you to help you achieve your goals and gain confidence with new skills and a clearer career path for your future.

Certification

Successful completion of this course will lead to a nationally recognised qualification in Australia, awarded by MTC Australia.

Should a student not complete the full qualification, a Statement of Attainment will be issued for the units in which the student is deemed Competent.

Practical Skills

The course has a strong focus on IT skills, as these are essential to administrative roles across all sectors. Other electives allow you to develop highly relevant skills such as job search, teamwork and communication.



Recognition of Prior Learning (RPL)

We recognise the prior knowledge and skills students may have gained through previous training, education or work, including formal and informal learning.



Respect

MTC Australia celebrates the things that make us all unique and aims to make clients feel welcome, safe, and supported.



Proven Results

Since 2001 we have delivered training to more than 15,000 people, empowering them to unlock their potential and create new career and life opportunities.



How to Enrol

To apply or find out more call **1300 232 663** or visit **MTCAustralia.com.au**



What we do

MTC is the social enterprise that gives people the inspiration, capability and opportunity to create a fulfilling life. We deliver high impact employment, training and youth programs that help people gain skills for employment and entrepreneurship, build self-worth, and enable possibilities for transformative change.



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