



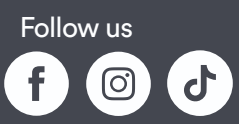
Certificate II in
Workplace Skills
BSB20120 / 105449E



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BSB20120 - Certificate II in Workplace Skills

Duration: 30 Weeks

Qualification Overview

This course is for people who want to develop the knowledge and skills needed to effectively operate in a wide range of business contexts.

This comprehensive and practical course focuses on a cross section of business operations such as working as a team, self-management, effective communication, customer service standards, administration tasks, basic computer skills and workplace health and safety.

Course Structure

The course is delivered over 2 days per week and is made up of the following 10 units:

- BSBTEC202** - Use digital technologies to communicate in a work environment
- BSBTEC201** - Use business software applications
- BSBWHS211** - Contribute to the health and safety of self and others
- BSBOPS201** - Work effectively in business environments
- BSBTWK201** - Work effectively with others
- BSBCMM211** - Apply communication skills
- BSBOPS203** - Deliver a service to customers
- BSBPEF202** - Plan and apply time management
- BSBSUS211** - Participate in sustainable work practices
- BSBPEF302** - Develop self-awareness