



RTO Code 90171



## BSB20120 Certificate II in Workplace Skills

This course gives you a solid grounding in general office skills and the chance to get your foot in the door via a range of junior positions. You will gain the fundamental practical skills and knowledge to prepare for employment in entry-level roles in Business Administration, Local Government Administration, and Government Service Delivery.

### Who is this course for?

This course is available to all students under the Smart and Skilled initiative of NSW State Training. 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 also 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 also be required to have access to a computer or laptop, the internet, and word-processing, presentation, email and spreadsheet software.

For more information on your eligibility please contact your MTC Australia consultant or visit: [smartandskilled.nsw.gov.au](http://smartandskilled.nsw.gov.au)

This training is subsidised by the NSW Government.

### Core units

This qualification is to be delivered via 26 weeks including face-to-face training, student focused activities , and assessment.

UNIT CODE	UNIT NAME
BSBWHS211	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
AUMAFA001	Apply for jobs and undertake job interviews

## 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.

## 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.

### 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 in this course

To apply or find out more, phone MTC Australia on 1300 232 663 or go to [mtcaustralia.com.au](http://mtcaustralia.com.au)



**e** [info@mtcaustralia.com.au](mailto:info@mtcaustralia.com.au)

**p** 1300 232 663

**w** [mtcaustralia.com.au](http://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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