

<b>Course Code &amp; Name:</b>		<b>Certificate II in Business BSB20115 (with selected units from Certificate III in Business)</b>  Current for 2021
<b>Course Aims:</b>		The Certificate II in Business is an entry-level program that aims to develop a broad range of knowledge and skills to prepare students for employment in a variety of roles including administration and customer service.
<b>Course Delivery</b>	<b>Location and Times:</b>	<b>Year 1:</b> Swinburne University of Technology, 369 Stud Road, Wantirna Wednesday 9:00am – 3:00pm <b>Year 2:</b> Swinburne University of Technology, 369 Stud Road, Wantirna Wednesday 1:00pm – 4:30pm
	<b>Mode of Delivery:</b>	Classroom/online delivery.
	<b>Duration:</b>	2 years' part time

**On successful completion of this program the student will achieve:**

<b>Credit towards VCE/VCAL</b>	<b>VCE:</b>	<b>VCE:</b> Be eligible for one VCE unit at Units 1 and 2 level and a minimum of three units at 3 and 4 level. <b>ATAR:</b> Students wishing to receive an ATAR contribution for the Units 3 and 4 sequence must undertake scored assessment for the purpose of achieving a study score. This study score can contribute directly to the ATAR, either as one of the students best four studies (the primary four) or as a fifth or sixth study.
	<b>VCAL:</b>	This program contributes to the Industry Specific Skills Strand of VCAL and may also contribute to the Work Related Skills Strand of VCAL.
	<b>Qualification:</b>	Be eligible for the award of <b>BSB20115 Certificate II in Business</b> and a Statement of Attainment listing units completed from the <b>Certificate III in Business</b> .

	<b>Name of RTO &amp; Provider of Qualification:</b>	Swinburne University of Technology (TOID 3059)
	<b>RTO Student Information:</b>	Please refer to <a href="http://www.swinburne.edu.au/policies-regulations/">http://www.swinburne.edu.au/policies-regulations/</a> and <a href="http://www.mullumvetcluster.com.au">www.mullumvetcluster.com.au</a> for student rights and responsibilities while on campus.
	<b>OHS / Personal Protective Equipment:</b>	N/A
	<b>Excursions:</b>	N/A
	<b>Work Placement:</b>	Not required but is recommended.
	<b>Other:</b>	<b>Please note this course is subject to change.</b>

## Units of Competency:

### Year 1 - Competencies covered in the first year:

Unit Code	Unit Name	Nominal Hours	Compulsory / Elective
BSBWHS201	Contribute to health and safety of self and others	20	C
BSBCUS201	Deliver a service to customers	40	E
BSBCMM201	Communicate in the workplace	40	E
BSBIND201	Work effectively in a business environment	30	E
BSBITU211	Produce digital text documents	60	E
BSBITU213	Use digital technologies to communicate remotely	20	E
BSBWOR202	Organise and complete daily work activities	20	E
BSBWOR203	Work effectively with others	15	E
BSBWOR204	Use business technology	20	E
BSBITU212	Create and use spreadsheets	30	E
<b>Total nominal hours</b>		<b>295</b>	

### Year 2 - Competencies covered in the second year:

Unit Code	Unit Name	Assessment Plan	Nominal Hours	Compulsory / Elective
BSBCUS301	Deliver and monitor a service to customers		35	C
BSBINM301	Organise workplace information		30	C
BSBITU306	Design and produce business documents		80	C
BSBPRO301	Recommend products and services		20	C
BSBWOR301	Organise personal work priorities and development		30	C
<b>Total nominal hours</b>			<b>195</b>	

<b>FUTURE PATHWAYS &amp; OPPORTUNITIES</b>	<b>Complementary studies:</b>	<ul style="list-style-type: none"> <li>Accounting</li> <li>Business Management</li> </ul>	
	<b>Pathways:</b>	<ul style="list-style-type: none"> <li>Certificate IV in Business</li> <li>Diploma of Business</li> <li>Credit towards Bachelor of Business</li> </ul>	
	<b>Possible Future Career Opportunities:</b>	<ul style="list-style-type: none"> <li>Administration</li> <li>Customer Service</li> <li>Marketing Officer</li> <li>Public Relations Officer</li> </ul>	<ul style="list-style-type: none"> <li>Accounts Clerk</li> <li>Receptionist</li> <li>Clerical Assistant</li> <li>Small Business Owner</li> </ul>

