



## - FACT SHEET -

# BSB 20107 Certificate II in Business

### Course Includes:

- Training by Government accredited, highly qualified trainers
- All module assessments
- E-book monthly on topic to assist your career
- Set of 12 CD's to assist you in course/career delivered during program
- Flexibility of delivery mode
- Comprehensive workbooks with additional information to assist you in your studies

This qualification reflects the role of individuals who perform a range of mainly routine tasks using limited practical skills and fundamental operational knowledge in a defined context, working under direct supervision.

### Content

The course is nationally accredited and recognised. It consists of a set of competencies that high performing business staff should possess.

These competencies relate to the areas of:

- Communication
- Team effectiveness
- Personal effectiveness
- Continuous improvement
- Customer service
- Developing work priorities
- Effective workplace relationships
- Workplace safety.

### Purpose

The purpose of the training program is to develop the skills and knowledge of business team members.

### Program Benefits

- Improved productivity
- Increased innovation
- Development of general business competencies
- Increased awareness of continuous improvement and customer service
- Improved facilitation of teams and individuals

### Units/Modules covered

- BSBOHS201A Participate in OHS processes
- BSBCUS201A Deliver a service to customer
- BSBIND201A Work effectively in a business environment
- BSBINM201A Process and maintain workplace information
- BSBINM202A Handle mail
- BSBINN201A Contribute to workplace innovation
- BSBCMN203A Communicate in the workplace
- BSBSUS201A Participate in environmentally sustainable work practices
- BSBWOR202A Organise and complete daily work activities
- BSBWOR203A Work effectively with others
- BSBWOR204A Use business technology
- BSBWOR301A Organise personal work priorities and development

### Prerequisites

Participants must be over 18 years old.

### Delivery Methods

This course is able to be completed via face to face learning or at your own pace via distance learning. Study wherever, whenever you want.

### Assessment

Assessment is comprised of written tasks, practical demonstrations and 3<sup>rd</sup> party observations. Candidates will be given assessment tasks to complete during the course.

### Recognition of Prior Learning (RPL) and Mutual Recognition

Recognition of Prior Learning is given as well as recognition of competencies gained through other formal study.



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**The training you need to excel in the Business Sector.**

