BSB20107 CERTIFICATE II IN BUSINESS

Descriptor
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.

Job Roles
- Administration Assistant
- Clerical Worker
- Data Entry Operator
- Information Desk Clerk
- Office Junior
- Receptionist.

Qualification Pathways
Entry requirements
There are no entry requirements for this qualification.

Pathways into the qualification
Preferred pathways for candidates considering this qualification include:

- BSB10107 Certificate I in Business or other relevant qualification/s

OR

- with vocational experience assisting in a range of work settings without a formal business qualification.

Pathways from the qualification
After achieving this qualification candidates may undertake:

- BSB30107 Certificate III in Business.
Licensing, Legislative, Regulatory or Certification Considerations

There is no direct link between this qualification and licensing, legislative and/or regulatory requirements. However, where required, a unit of competency will specify relevant licensing, legislative and/or regulatory requirements that impact on the unit.

Packaging Rules

Total number of units = 12
1 core unit plus
11 elective units
7 elective units must be selected from the elective units listed below.

The remaining 4 elective units may be selected from the elective units listed below, or any currently endorsed Training Package or accredited course at the same qualification level. If not listed below 2 of the 4 elective units may be selected from either a Certificate I or a Certificate III qualification. Elective units must be relevant to the work outcome, local industry requirements and the qualification level.

Core unit

Occupational Health and Safety
- BSBOHS201A Participate in OHS processes

Elective units

Customer Service
- BSBCUS201A Deliver a service to customers

Industry Context
- BSBIND201A Work effectively in a business environment

Information Management
- BSBINM201A Process and maintain workplace information
- BSBINM202A Handle mail

Innovation
- BSBINN201A Contribute to workplace innovation
Interpersonal Communication
- BSBCMM201A Communicate in the workplace

IT Use
- BSBITU201A Produce simple word processed documents
- BSBITU202A Create and use spreadsheets
- BSBITU203A Communicate electronically

Small and Micro Business
- BSBSMB201A Identify suitability for micro business

Sustainability
- BSBSUS201A Participate in environmentally sustainable work practices

Workplace Effectiveness
- BSBWOR202A Organise and complete daily work activities
- BSBWOR203A Work effectively with others
- BSBWOR204A Use business technology

Imported Units
- FNSICGEN305B Maintain daily financial/business records

CLASSIFICATIONS

<table>
<thead>
<tr>
<th>SCHEME</th>
<th>CODE</th>
<th>NAME</th>
</tr>
</thead>
<tbody>
<tr>
<td>ASCO</td>
<td>6111-11</td>
<td>General Clerk</td>
</tr>
<tr>
<td>ASCED</td>
<td>4 0809</td>
<td>Office Studies</td>
</tr>
<tr>
<td>ANZSCO</td>
<td>521212</td>
<td>Legal Secretary</td>
</tr>
<tr>
<td>ANZSCO</td>
<td>531111</td>
<td>General Clerk</td>
</tr>
</tbody>
</table>