

Vocational Education & Training (VET)

RTO 90171

BSB20120 Certificate II in Workplace Skills



Is this course for me?

This course gives you a solid grounding in general office administration skills and the chance to get your foot in the door via a range of entry-level positions. You will gain the fundamental practical skills and knowledge to prepare for employment in entry-level roles such as administrative assistant, data entry operator, information desk clerk and receptionist.

This course is available to all students under the Smart and Skilled initiative of Training Services NSW.

Eligibility

To be eligible for funding, you must:

- ✓ be aged 15 years or older;
- ✓ no longer be attending secondary school;
- ✓ be an Australian citizen, permanent resident, humanitarian visa holder or New Zealand citizen; and
- ✓ live or work in New South Wales

To check your eligibility, contact MTC FutureReady or visit www.smartandskilled.nsw.gov.au

You will require the Language Literacy, Numeracy and Digital skills to:

- ✓ Read and comprehend the course content including simple written documents and numerical texts.
- ✓ Conduct basic internet research.
- ✓ Engage in online learning, including video conferencing sessions.
- ✓ Use a range of software to communicate electronically and create simple documents.

You may be required to have access to:

- ✓ A computer or laptop
- ✓ The internet
- ✓ Word-processing, presentation, email and spreadsheet software.

This training is subsidised by the NSW Government.



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FutureReady

Course structure

This course will take six (6) months to complete. You must have 10 units of competency, comprised of five (5) core and five (5) elective units.

Core units

Unit Code	Unit Name
BSBCMM211	Apply communication skills
BSBOPS201	Work effectively in business environments
BSBPEF202	Plan and apply time management
BSBSUS211	Participate in sustainable work practices
BSBWH211	Contribute to the health and safety of self and others

Elective units

Elective selection may vary according to student 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

Upskill with MTC FutureReady's VET courses



Why this course?

MTC FutureReady's trainers are both experienced and approachable and will work closely with you to help you achieve your goals. Gain confidence with new skills, a certification, and a clearer career path for your future.



Certification

Successful completion of this course will lead to a nationally recognised qualification in Australia, awarded by MTC FutureReady. 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.



Practical Skills

The course has a strong focus on IT skills, as these are essential to administrative roles across all sectors. Other electives allow students to develop highly relevant skills such as customer service 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. Recognition of Prior Learning (RPL) is a process that assesses your competency, acquired through formal and informal learning, to determine if you meet the requirements for a unit of study.



Respect

MTC FutureReady 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 20,000 people**, empowering them to unlock their potential and create new career and life opportunities.

How to Enrol

To apply or find out more call **1300 232 663**
or visit mtcfutureready.org.au



At MTC FutureReady, our purpose is helping you find yours.

Our innovative employment, training and mentoring programs give you the support, confidence and tools you need to break down barriers and find your vocation.

We're with you all the way.

