



# CERTIFICATE II IN BUSINESS BSB20115

- Cover a range of business topics to build entry-level administration skills
- Develop organisation skills to help you be more effective and productive in any workplace
- Build a strong foundation for future business studies

CRICOS code: 096036E

## Campus

Brisbane, Sydney, Melbourne

## Program Length

Maximum 34 weeks\* (20 hours/week)  
 Includes 6 hours/week online study +  
 14 hours/week in class study

*\*24 weeks study + up to 10 weeks scheduled breaks  
 Optional internships available for an additional fee.  
 Length of the program may vary from 30 to 34 weeks  
 depending on the start date. Internship hours vary  
 depending on schedule. Internships are unpaid hours.*

## 2019 Start Dates

Jan 7, Feb 18, Apr 23, Jun 3, Aug 5,  
Sep 16, Nov 18

### SCHEDULED BREAKS

Apr 1 – Apr 19  
 Jul 15 - Aug 2  
 Oct 28 - Nov 15  
 Dec 23 – Jan 3

## 2019 Fees

Registration fee: **\$230**  
 Material fees: **\$280**  
 Tuition: **\$5,800**  
 Optional internship: **\$850**

*RPL & Credit Transfer must be applied for upon enrolment  
 Late submission fee: \$50\**

*\* All fees in Australian Dollars, payment by installment is  
 available on request and approval*

## Entry Requirement

- An equivalent of Australia's Year 10 school certificate. A prior working knowledge of a business environment would be useful.
- International students must meet a minimum language requirement of IELTS 4.0 with a minimum band score of 4.0. TOEIC 500 with a minimum reading score of 200. Direct entry is available through ILSC Beginner 4 and above.
- Students must be at least 18 at the commencement of studies.
- Minimum entry requirements

## Program Description

The Certificate II in Business will prepare you for the workplace. The program has 12 units covering a variety of fundamental business topics. You will learn practical skills and knowledge that can be used in entry-level business administration roles. This includes practical organisational tasks, communication, customer service, teamwork skills and more. The course will also provide basic skills in key word processing and spreadsheet software used in most businesses.

## Study Schedule/Delivery Mode

In all of our programs, you will build a timetable which combines 6 hours per week of online study and 14 hours per week of in-class study. The online study component includes exercises, discussion forums, and resources to help with assignments and to provide foundational academic and learning skills. In-class study schedules combine the core lecture with foundation skills and PASS classes.

## Weekday Schedule – Sample\*

HOURS	MONDAY	TUESDAY
1:15 PM-3:15 PM	Foundation Skills	PASS
3:30 PM-5:30 PM	PASS	Foundation Skills
6:00 PM-9:00 PM	Lecture	Lecture

*\* Schedules may vary. Optional internship can be scheduled outside of class time.*



## Certificate II in Business

COURSE NAME	DESCRIPTION
<b>CONTRIBUTE TO HEALTH AND SAFETY OF SELF AND OTHERS (BSBWHS201)</b>	Learn how to ensure your own health and safety, and the health and safety of others in the workplace. The unit covers all the basics of work health and safety (WHS) including emergency procedures and instructions, how to implement WHS requirements, and participating in WHS consultative processes.
<b>DELIVER A SERVICE TO CUSTOMERS (BSBCUS201)</b>	Learn how to provide good customer service. You will learn about creating relationships with customers, identifying their needs, delivering their services or products, and handling customer feedback.
<b>WORK EFFECTIVELY IN A BUSINESS ENVIRONMENT (BSBIND201)</b>	Learn how to work effectively in a business environment. Learn how to identify and work to organisational standards, manage your workload and work as part of a team.
<b>PROCESS AND MAINTAIN WORKPLACE INFORMATION (BSBINM201)</b>	Learn how to collect, process and store, and maintain workplace information and systems. You will learn best practises for maintenance of filing and records systems, including how to collect information, process workplace information, and maintain information systems.
<b>CONTRIBUTE TO WORKPLACE INNOVATION (BSBINN201)</b>	Learn the skills for making proactive and positive contributions to workplace innovation. Learn how to take a proactive approach to identifying, suggesting and developing ideas about better ways of doing things. The unit focuses on innovate approaches to practical business operations.
<b>COMMUNICATE IN THE WORKPLACE (BSBCMM201)</b>	Learn how to communicate effectively in the workplace. Learn how to gather, convey and receive information and ideas, complete workplace documentation and correspondence, and communicate in a way that responds positively to individual differences.
<b>PRODUCE SIMPLE WORD PROCESSED DOCUMENTS (BSBITU201)</b>	Learn how to correctly operate word processing software to prepare, produce and finalise workplace documents.
<b>CREATE AND USE SPREADSHEETS (BSBITU202)</b>	Learn how to select and prepare resources, create simple spreadsheets, produce simple charts and finalise spreadsheets using standard spreadsheet software.
<b>COMMUNICATE ELECTRONICALLY (BSBITU203)</b>	Learn how to send, receive and manage electronic mail (email) as well as collaborate online using chat rooms, intranets and instant messaging.
<b>ORGANISE AND COMPLETE DAILY WORK ACTIVITIES (BSBWOR202)</b>	Learn how to organise your day to day work schedule and complete work tasks using current technology appropriate to the task. You'll also learn how to review your work performance and seek feedback to help you improve.
<b>WORK EFFECTIVELY WITH OTHERS (BSBWOR203)</b>	Learn how to develop effective workplace relationships, contribute to workgroup activities, and deal effectively with issues, problems and conflict.
<b>USE BUSINESS TECHNOLOGY (BSBWOR204)</b>	Learn how to select and use computer software, organise electronic information and data, and maintain technology.

### ILSC Training Facilities and Resources

ILSC campuses are fully equipped with all the resources and facilities required to successfully undertake this program including computer labs, software, free WIFI, photocopiers, charging stations, and student lounge. It is highly recommended you bring your own laptop (device) to enhance your campus experience. All course resources are available to students via their personal login to the Learning Management System (Moodle). Students can track their progress and academic success.

### Assessments

All units studied in this qualification will be assessed in at least 3 different ways. Assessments will consist of a mix of quizzes, projects, case studies, presentations, and questions.

### Course Completion

Students obtaining a 'Competent' result for all units studied will be issued a 'Qualification' – Certificate II in Business BSB20115 issued by ILSC Business College. Should a student not complete the full qualification, a 'Statement of Attainment' will be issued for the units which the student is deemed 'Competent'.

### Recognition of Prior Learning and Credit Transfer

RPL and Credit Transfer can be applied for at the time of enrolment or during the orientation. Please refer to ILSC Business College website or VET Student Handbook for more information.

### What is Nationally Recognised Training

All ILSC Business College programs are Nationally Recognised Training. The Nationally Recognised Training (NRT) logo is a distinguishable mark of quality for promoting and certifying national vocational education and training leading to Australian Qualifications Framework (AQF) qualifications or Statements of Attainment.

ILSC Brisbane Pty Ltd partners with local and global agents to engage with prospective students.

ILSC (Brisbane) PTY LTD is trading as ILSC-Brisbane, ILSC-Sydney, ILSC-Melbourne, ILSC Business College, Greystone College and ILSC Australia RTO Number 31564, CRICOS Code: 02137M.

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