

BSB20115 Certificate II in Business

Packaging Rules: 1 Core Unit PLUS 11 Elective Units

(7 elective units must be selected from the elective units listed below. 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.)

Core Unit Codes	Core Unit Title	Task Types	Available
BSBWHS201	Contribute to health and safety of self and others	Task 1 – Observation and Questioning Task 2 – Practical: Implement Workplace Safety Requirements Task 3 – Project: Participate in WHS Consultative Processes Task 4 – Theory: Follow Safety Procedures Task 5 – Evidence Record	✓
Elective Unit Codes	Elective Unit Title	Task Types	Available
BSBCUS201	Deliver a service to customers	Task 1 – Theory: Short Answer Questions Task 2 – Theory: Identify Customer Needs Task 3 – Practical: Delivering a Service to Customers Task 4 – Practical: Process Customer Feedback Task 5 – Observation: Role Play Task 6 – Evidence Record	✓
BSBIND201	Work effectively in a business environment	Task 1 – Theory: Work Within Organisational Requirements Task 2 – Theory: Work in Teams Task 3 – Theory: Develop Effective Work Habits Task 4 – Role Play: Work in Teams Task 5 – Evidence Record	✓
BSBINM201	Process and maintain workplace information	Task 1 – Theory: Short Answer Questions Task 2 – Evidence Record	✓
BSBINM202	Handle mail	Task 1 – Practical: Receive and Distribute Mail Task 2 – Practical: Collect and Despatch Outgoing Mail Task 3 – Theory: Short Answer Questions	✓
BSBINN201	Contribute to workplace innovation	Task 1 – Theory: Short Answer Questions Task 2 – Project: Report on Innovation Task 3 – Evidence Record Task 4 – Skills Practice: Presentation and Discussion	✓
BSBCMM201	Communicate in the workplace	Task 1 – Practical: Gather, Convey and Receive Information and Ideas Task 2 – Theory: True or False Task 3 – Role Play: Effective Communication Task 4 – Evidence Record	✓

Qualification Mapping

Elective Unit Codes	Elective Unit Title	Task Types	Available
BSBITU201	Produce simple word processed documents	Task 1 – Theory: Short Answer Questions Task 2 – Practical: Prepare to Produce Documents Task 3 – Practical: Produce Documents Task 4 – Observation: Computer Management Task 5 – Evidence Record	✓
BSBITU202	Create and use spreadsheets	Task 1 – Theory: Short Answer Questions Task 2 – Practical: Create Charts and Spreadsheets Task 3 – Evidence Record	✓
BSBITU203	Communicate electronically	Task 1 – Practical: Send, Receive and Manage Emails Task 2 – Practical: Collaborate Online Task 3 – Theory: Short Answer Questions Task 4 – Evidence Record	✓
BSBSMB201	Identify suitability for micro business	Task 1 – Short Answer Questions Task 2 – Practical: Business Opportunities Task 3 – Project: Match for Fit Task 4 – Project: Filling the Gaps Task 5 – Evidence Record	✓
BSBSUS201	Participate in environmentally sustainable work practices	Task 1 – Practical: Identify Current Resource Use Task 2 – Practical: Comply with Environmental Regulations Task 3 – Theory: Seek Opportunities to Improve Resource Efficiency Task 4 – Evidence Record	✓
BSBWOR202	Organise and complete daily work activities	Task 1 – Practical: Organise Work Schedule Task 2 – Theory: Short Answer Questions Task 3 – Practical: Review Work Performance Task 4 – Evidence Record	✓
BSBWOR203	Work effectively with others	Task 1 – Theory: Short Answer Questions Task 2 – Observation: Contributing to Workgroup Activities Task 3 – Theory: Deal Effectively with Issues, Problems, and Conflict	✓
BSBWOR204	Use business technology	Task 1 – Theory: Short Answer Questions Task 2 – Practical: Process and Organise Data Task 3 – Practical: Maintain Technology Task 4 – Evidence Record	✓