

# Certificate II in Business

## BSB20107

This is a nationally recognised qualification, focusing on a range of skills required by administration staff in any business. The Local Government Training Institute has developed this program to offer flexibility with ongoing support. To gain this certificate, participants can combine recognition of their current work-related skills and knowledge with structured training and assessment to enhance their capabilities in areas important to their organisation and their career. This course aims to provide students with competencies in administration, clerical, technology and financial skills.

It is anticipated that all participants will be working within an organisation where they will be able to practice the skills being developed.

### **Duration**

It will normally take 1 year to complete the learning and assessment for this qualification.

### **Course Delivery and Support**

Participants can undertake this program in the workplace through either a “flexible delivery” or a correspondence program. The program mode will be agreed on before participants commence.

#### ***Option 1: Flexible Delivery***

Participants undertake this qualification in their workplace. They receive appropriate support and assistance from qualified trainers at the Local Government Training Institute, such as coaching in the work environment and/or face-to-face training.

At the start of the program, participants are given learner’s guides, reading materials, work based projects, self-assessment checklists and appropriate assessment tasks.

They are contacted regularly by the Local Government Training Institute staff to offer support and maybe visited in the workplace to monitor their progress and assess their skills. Phone and email support is available at all times.

#### ***Option 2: Training undertaken in the workplace using learning materials provided by LGTI***

With the Correspondence Program, participants receive all of the resources and phone / email support as mentioned for the flexible delivery program. However, all support, assessment and monitoring are at a distance (ie. not face to face).

### **Incentives**

Incentives may be available for eligible staff as a New-Entrant or Existing Worker Traineeship. Further details on available incentives are available from an Apprenticeships Centre in your area, for information and contact details visit <http://www.australianapprenticeships.gov.au>.

## Local Government Training Institute

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### **Fees payable to Local Government Training Institute**

Please contact the Business Development Team for more details on the fees applicable for this course.

### **Units of Competency**

Participants must successfully complete 12 Units to obtain this qualification. Participants can tailor the program to suit their individual learning requirements, organisation or industry, provided the combination of units contributes to improving on their work outcome.\*

#### ***1 Core unit:***

BSBOHS201A            Participate in OHS processes

#### ***11 elective units:***

7 of the elective units must be selected from the elective units listed below:

BSBCUS201A	Deliver a service to customers
BSBIND201A	Work effectively in a business environment
BSBINM201A	Process and maintain workplace information
BSBINM202A	Handle Mail
BSBINN201A	Contribute to workplace innovation
BSBCMM201A	Communicate in the workplace
BSBITU201A	Process simple word spreadsheets
BSBITU202A	Create and use spreadsheets
BSBITU203A	Communicate electronically
BSBSMB201A	Identify sustainability for micro business
BSBSUS201A	Participate in environmentally sustainable work practices
BSBWOR202A	Organise and complete daily work activities
BSBWOR203A	Work effectively with others
BSBWOR204A	Use business technology

\* The other 4 elective units may be selected from the remaining elective units listed above, the BSB07 Business Services Training Package or any other currently endorsed national Training Package. If not listed above, a maximum of 2 of the 4 units may be selected from within a Certificate I or a Certificate III qualification.

\* Elective units must be relevant to the work outcome, local industry requirements and the qualification level.

### **How to obtain further details and apply for the course**

For further details and an enrolment package please contact our Business Development Team on 02 4922 2333 or email [reception@lgti.com.au](mailto:reception@lgti.com.au).

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