



BSB20120

Certificate II in Workplace Skills

Make your start in the business world with this practical entry-level qualification, equipping you with basic skills for an office environment.

This introductory course is perfect for school leavers and students who have never worked in business and want to find entry-level administrative or customer service roles.



Pathways to
further studies



Expert
Trainers



Gain in-demand
office **skills**



Practical
training



BSB20120

Certificate II in Workplace Skills

PROSPECTIVE CAREER OUTCOMES

Administration Assistant
Clerical Worker
Data Entry Operator
Information and Customer Service Desk Clerk
Office Junior
Receptionist

GAIN SKILLS IN

- Communication
- Teamwork in a business environment
- Problem solving
- Innovation and enterprise
- Planning and organising (prioritising)
- Customer service

SUBJECTS

1. Sustainable and Safe Work Practices
2. Develop Self-awareness
3. Self-management
4. Customer Service 1
5. Workplace Teamwork 1
6. Technology in Business 1

ACADEMIC ENTRY REQUIREMENTS

Successful completion of Australian Year 9 or equivalent.

ENGLISH LANGUAGE PROFICIENCY

General English - Pre-Intermediate Level;
or English Proficiency Skills test result
as per APC requirements.

ASSESSMENTS

All vocational courses are assessed through a combination of assessment types that may include examinations, essays, reports, group tasks, portfolios and/or presentations.

PATHWAYS

After achieving Certificate II in Workplace Skills, candidates may continue onto a Certificate III qualification at Australian Pacific College.



INTAKE DATES

8 intakes per year.
See our website for latest intake dates.

DURATION

Full-time: 2 terms (approx. 6 months).
Part-time*: 4 terms (approx. 1 year).
*Part-time option only available for domestic students.

DELIVERY

International Students:

On Campus, Online (up to 1/3 of the units of the course) and blended options available

Domestic Students:

On Campus, Online and blended options available

LOCATION

Sydney CBD
Brisbane
Melbourne
Gold Coast
Adelaide
Online

COURSE FEES

\$3,600

Application fee: \$150 for international students only

HOW TO PAY

Direct deposit or credit card before the course start date.

NOTE:

- Information correct at time of publication. Visit website for most up-to-date information.
- Course and campus availability subject to demand.
- One term is equal to 9 weeks of study.
- For a free assessment of your current English level, please go to apc.edu.au/apply/pre-arrival-test
- For more info about our University pathways, visit apc.edu.au/study/university-pathways

DEFINITIONS:

International students: A temporary resident of Australia and/or a resident or citizen of any other country.

Domestic students: An Australian citizen or Australian permanent resident.



AUSTRALIAN
PACIFIC COLLEGE

APC.EDU.AU
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