



## Business

### BSB20120 Certificate II in Workplace Skills

All information correct as of July 2025

#### ABOUT THE COURSE

This qualification reflects the role of individuals in a variety of entry-level Business Services job roles.

This qualification also reflects the role of individuals who have not yet entered the workforce, and are developing the necessary skills in preparation for work.

These individuals carry out a range of basic procedural, clerical, administrative or operational tasks that require self-management and technology skills. They perform a range of mainly routine tasks using limited practical skills and fundamental operational knowledge in a defined context. Individuals in these roles generally work under direct supervision.

#### JOB ROLES

No Specific Job Role but is the starting point to careers in office administration environments.

#### PATHWAYS FROM THIS QUALIFICATION

This qualification will offer study pathways into other VET qualification at Certificate III and higher.

#### COURSE REQUIREMENTS

There are no entry requirements for this course.

#### COURSE LOCATION, DURATION AND MODE OF STUDY

**Locations:** Batchelor Campus, DPC Campus, Communities

**Duration:** 6 months full-time

**Mode:** Workshops (on campus and in communities)

**Workshops:** This course includes 10 weeks of workshops, delivered in 5 x 2 week workshop blocks for the year.

#### COURSE FEES

Students who are Northern Territory (NT) residents and wish to enrol in a course that is subsidised by the Northern Territory and/or Commonwealth Government and who are enrolled in a course AQF level II and below, will not be charged course fees.

More information regarding course fees can be found on the Batchelor Institute website <https://www.batchelor.edu.au/students/fees/>

Freecall 1800 677 095  
Email [enquiries@batchelor.edu.au](mailto:enquiries@batchelor.edu.au)  
RTO provider 0383

[batchelor.edu.au](http://batchelor.edu.au)



**Batchelor  
Institute**

## MATERIALS AND EQUIPMENT

The learner must provide the following materials and equipment:

- Basic stationery—paper, pencil, pen

## COURSE REQUIREMENTS

To achieve BSB20120 Certificate II in Workplace Skills a total of ten 10 units of competency must be completed comprising of 5 core units and 5 elective units as detailed in the packaging rules and listed below.

The core units are mandatory. The elective units have been selected following consultation with local industry requirements. The elective units may vary between delivery locations.

Core Units (5 required)

Unit Code	Unit Title	Nominal Hours
BSBCMM211	Apply communication skills	40
BSBOPS201	Work effectively in a business environment	30
BSBPEF202	Plan and apply time management	20
BSBSUS211	Participate in sustainable work practices	20
BSBWHS211	Contribute to health and safety of self and others	20

Elective Units (5 required)

Unit Code	Unit Title	Nominal Hours
BSBPEF302	Develop self-awareness	30
BSBTEC201	Use business software applications	60
BSBTEC203	Research using the internet	30
BSBOPS203	Deliver a service to customers	40
BSBTWK201	Work effectively with others	40



## General information

### BACHELOR INSTITUTE ENTRY REQUIREMENTS

#### Literacy and Numeracy

When you enrol in a course at Batchelor Institute, you should be able to speak, read and write in English at the level required for the course you are undertaking. If you need help to improve your literacy and numeracy skills, there are specific courses and other assistance available.

#### Minimum age for students

Students must meet the minimum age requirement to be able to enrol with Batchelor Institute. The minimum age will depend on several factors.

Where:

- Training is delivered in a regional or remote community, and the student no longer engages and/or participates in secondary schooling, the student must be 15 years or older at the time training commences
- Training is delivered on the Batchelor Campus or Desert People Centre Campus, and where the student attends training during the day, but are not accommodated overnight, the student must be 17 years or older at the time training commences; or
- Training is delivered in any location, and the student requires to be travelled by Batchelor Institute to a training delivery location, the student must be 18 years or older at the time training commences.

#### ABSTUDY

You will need to apply to ABSTUDY once you have enrolled at Batchelor Institute so your travel can be arranged (if travel is applicable). To do this you will need to obtain a VET Enrolment and Fees Invoice from the Institute and then take it to your nearest Centrelink Office, to complete an ABSTUDY application.

#### STUDENT TRAVEL

The Away from Base (AFB) Mixed-Mode program supports Indigenous students who are studying an approved mixed-mode course by distance education to access compulsory course elements in another location away from their permanent home for short periods of time.

A 'mixed-mode' AFB course is a nationally accredited course that is delivered through a combination of distance education and face-to-face residential teaching. AFB contributes towards the costs of travel, meals and accommodation.

If you have to attend a workshop away from your home, are in receipt of ABSTUDY and are enrolled in an ABSTUDY approved course, your travel, accommodation and meals will be organised by Batchelor Institute.

### RECOGNISING YOUR KNOWLEDGE

Batchelor Institute recognises the importance of skills and knowledge that you may already have. You may have gained these through other work or study you have done or through life experience.

Recognition of Prior Learning (RPL) is a process that tries to match these skills and knowledge to the outcomes of your course to assess whether you have achieved the required learning outcomes. If you think you are eligible for RPL, contact us for more information.

Batchelor Institute also recognises qualifications and statements of attainments gained from any other Australian Registered Training Organisation, where nationally accredited training has been undertaken. This form of recognition may include Credit Transfers.

### EDUCATIONAL AND STUDENT SUPPORT

Students who have been identified as needing additional support services, beyond those already in place, will have the required support outlined in their individual training plan, and the necessary services will be arranged accordingly.

#### Student Support

Freecall: 1800 677 095 | Email: [student.support@batchelor.edu.au](mailto:student.support@batchelor.edu.au)

#### TIMETABLES

Timetables for students attending workshops at the Batchelor or Desert Peoples Centre Campuses can be found here:  
<https://www.batchelor.edu.au/students/timetables/>

#### OTHER COURSES

Batchelor Institute offers many VET courses across a range of different disciplines. You can study courses relating to community services, construction, health, business, education, resource and infrastructure and creative arts.

To get more information about Batchelor Institute and the courses we offer, go to:  
<https://www.batchelor.edu.au/students/courses/vet-courses/>

#### FOR MORE INFORMATION

Please visit: <https://training.gov.au/Training/Details/BSB20120>