

- 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 COURSE 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  
Length of the program may vary from 30 to 34 weeks  
depending on the start date.*

## Schedule

Weekday: Brisbane, Sydney, Melbourne

Weekend: Brisbane, Sydney

## 2020 Start Dates

Jan 6, Mar 9, Apr 20, Jun 22, Aug 3,

Oct 5, Nov 16

### SCHEDULED BREAKS

Feb 17–Mar 6, Jun 1–Jun 19,

Sep 14–Oct 2, Dec 28–Jan 1, 2021

## 2020 Fees

Registration fee: **\$230**

Material fees: **\$280**

Tuition: **\$5,800**

*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.

## Program Description

The Certificate II in Business (BSB20115) 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.

You must attend both lectures, as each lecture covers different content. PASS classes are Practical Assessment Support Sessions. In PASS classes, you will meet with your trainer to discuss any questions you may have about study or assessments. Foundation Skills sessions help you build language and other skills for business. You will learn to speak and present ideas with confidence. Topics include running meetings, writing business emails, negotiating and giving presentations.

## 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.*

## Weekend Schedule – Sample\*

HOURS	SATURDAY
9:00 AM-12:00 PM	Lecture
12:30 PM-2:30 PM	PASS
2:45 PM-5:45 PM	Foundation Skills

*\* Schedules may vary.*



## Certificate II in Business (BSB20115) units

COURSE NAME	DESCRIPTION
<b>CONTRIBUTE TO HEALTH AND SAFETY OF SELF AND OTHERS (BSBWS201)</b>	This unit describes the skills and knowledge required to work in a manner that is healthy and safe in relation to self and others and to respond to emergency incidents. It covers following work health and safety (WHS) and emergency procedures and instructions, implementing WHS requirements and participating in WHS consultative processes.
<b>DELIVER A SERVICE TO CUSTOMERS (BSBCUS201)</b>	This unit describes the skills and knowledge required to deliver all aspects of customer service at an introductory level. It includes creating a relationship with customers, identifying their needs, delivering services or products and processing 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>	This unit describes the skills and knowledge required to communicate in the workplace including gathering, conveying and receiving information and completing routine written correspondence.
<b>PRODUCE DIGITAL TEXT DOCUMENTS (BSBITU211)</b>	Learn how to create documents using Microsoft Office (prepare to produce documents; produce documents digitally; finalise and present documents). <i>Replaces superseded unit BSBITU201 Produce simple word processed documents.</i>
<b>CREATE AND USE SPREADSHEETS (BSBITU212)</b>	Learn how to create and use spreadsheets and charts using both cloud-based and non-cloud based spreadsheet applications. <i>Replaces superseded unit BSBITU202 Create and use spreadsheets.</i>
<b>USE DIGITAL TECHNOLOGIES TO COMMUNICATE REMOTELY (BSBITU213)</b>	Learn how to use email and online chat rooms, intranets and instant messaging to collaborate and affect change within an organisation. <i>Replaces superseded unit BSBITU203 Communicate electronically.</i>
<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>	This unit describes the skills and knowledge required to work cooperatively with others 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.

### GREYSTONE COLLEGE TRAINING FACILITIES AND RESOURCES

Greystone College 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.

### BOOTCAMP

Bootcamp is a free service designed to keep you on track. Juggling a busy lifestyle with study and work can be tough; our free Bootcamp program is available to help students catch up on assessments if they fall behind.

### COURSE RESOURCES

The Online Course Resource Library provides students with informative links and information. Resources are easily searched by course unit or topic, and make your learning easier. On the Online Learning Management System (LMS), all class assessments, student work books, and extra resources that support class delivery are available for download. Test and assessment results are posted in student files. Students can use the LMS to message other students in their classes or their trainer if they have questions or want to connect.

### 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 Greystone 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 Greystone College website or VET Student Handbook for more information.

### WHAT IS NATIONALLY RECOGNISED TRAINING



All Greystone 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.

*For policies and procedures around: deterring, suspending, or canceling enrollment; refunds; complaints and appeals; tracking attendance and academic progression, please refer to our website: <https://www.greystonecollege.com.au/policies>*

*Greystone College Pty Ltd partners with local and global agents to engage with prospective students. Please see the list on our website under Policy and Procedures for details.*